

## 2011-12 ANNUAL CSIU PROGRAM STATISTICS

*The CSIU conducted the following programs and services during 2011-2012.*

### Center for Schools and Communities

Center for Schools and Communities provides services statewide and is committed to improving outcomes for children and families through training, technical assistance, program evaluation, research and resource development. The Center's work focuses on prevention and intervention initiatives operated by schools, organizations and agencies serving children, youth and families.

- **21st Century Community Learning Centers**—Federal funds provide programs during non-school hours for students in high-poverty and low-performing schools to help meet state and local standards in core academics and to offer enrichment activities to complement their regular education. The Center offers support and technical assistance to 176 grantees through trainings, statewide conferences, site visits, monitoring visits and quarterly advisory board meetings.
- **Alternative Education**—In partnership with PA Department of Education (PDE), the Center provides professional development for Alternative Education for Disruptive Youth programs and conducts monitoring visits to alternative education programs to ensure compliance with state standards.
- **Bullying Prevention Network**—Coordination of the PA Bullying Prevention Network, a cadre of 129 Olweus Bullying Prevention Program trainers across the state; professional development and resource distribution to trainers
- **Center for Safe Schools**—A statewide clearinghouse on school safety and violence prevention for schools and youth-service organizations; interactive website with resources, news and professional development webinars available on-demand; training and technical assistance available to all schools. Staff responded to 2,111 requests for assistance from PA schools; responded to 909 parent calls; coordinated 48 trainings; and trained approximately 5,500 individuals
- **Children's Trust Fund**—Training and technical assistance to 23 community-based programs focused on child abuse and neglect prevention; facilitation of the Strengthening Families Leadership Team, a statewide coalition of public and private sector representatives concerned with promoting the Strengthening Families Protective Factors as outlined by the Center for the Study of Social Policy. This framework focuses on building protective factors such as resiliency in families, and is embedded in the Children's Trust Fund grant applications.
- **Communications and Resource Development**—Design and production for more than 300 print and web resources for all CSC initiatives; design and maintenance of over 20 websites; public and media relations workmanship; execution of branding and publishing standards; management for 60+ digital learning sessions and webinars annually with thousands of participants
- **Communities for Drug-Free Living**—Funded by the PA Department of Military and Veteran Affairs; research and curriculum development for three student programs (K-4, 5-8 and 9-12) concerning positive choices and protective factors; curriculum will be used to create three video assembly programs to be delivered by the PA National Guard
- **CONNECT Early Intervention Service Helpline**—Information and technical assistance related to early intervention for parents, educators and human service agencies through referrals for assessments for children with suspected developmental delays, funded by the PA Office of Child Development and Early Learning: 6,350 calls were handled and 3,444 referrals for assessment were made
- **Direct Certification (DC)**—A process that matches state Department of Public Welfare recipient lists against local education agency enrollment lists to provide free school lunch to eligible students without need for parents to complete an application; funded by PDE via the U.S. Department of Agriculture; trainings, technical assistance, and evaluation data will enhance practices to increasing the DC rate in the state

- **Education Leading to Employment and Career Training (ELECT)**— Technical assistance, training, site visitation, monitoring and program evaluation for 29 ELECT sites; four online data trainings, three face-to-face data trainings and two regional trainings were held in partnership with PDE
- **Emergency Response and Crisis Management Training Project**— Technical assistance and training for schools in developing and implementing effective emergency response policies and procedures; all-hazard plans reviewed to ensure adherence to state and federal statutes and guidelines; professional development opportunities delivered to address all aspects of emergency response and crisis management: 490 professionals received training; 454 attended the 2012 Safe Schools Conference
- **English as a Second Language (ESL)**— In partnership with PDE, staff provide professional development and technical assistance to strengthen ESL instructional content and programs; classroom strategies, best practice materials, and instructional resources are offered to educators, administrators and program support staff through online trainings, face-to-face meetings, video conferences and web-based resources
- **Gaining Early Awareness and Readiness for Undergraduate Programs (GEAR UP)**— Serving 11th grade students at Harrisburg City School District to increase the number of low-income students who are prepared to enter and succeed in postsecondary education; includes in-class math tutoring, individual college/career and academic counseling, PSAT preparation courses, workshops for parents, and professional development/ongoing support for math teachers in partnership with the State System of Higher Education
- **Improving Practice Through Teacher Action Research (IPTAR)**— Evaluation services for the Penn State University, Harrisburg; review and revision of course evaluation and data collection instruments
- **Internet Safety: Protecting Kids Online**— Certification of 95 law enforcement personnel through train-the-trainer sessions and 60 re-certifications, in collaboration with PA Commission on Crime and Delinquency and PA State Police: law enforcement personnel instructed 1,015 parents and 5,919 students on digital citizenship and tips to protect children while they are online
- **Mid-Atlantic Equity Center**— Multi-state effort to increase awareness, provide training and support to schools to address equity issues, including civil rights issues, protected-class bullying and harassment; disparate impact; and racial and intergroup tension; partnership with Mid-Atlantic Equity Consortium funded through the U.S. Department of Education
- **Migrant Education Program**— In partnership with PDE, Center staff provide training and technical assistance to programs that offer supplemental educational and support services to migratory children; assistance to local school districts to improve educational continuity for children of migratory farm workers; collaboration with districts, intermediate units and community agencies to help migratory children meet academic standards by providing programs that sustain and accelerate their progress in school
- **Mission Homefront**— Awareness, training and support to schools to address the needs of children and families affected by military deployment as it relates to academic achievement; partnership with PDE and PA National Guard
- **Multiple Pathways to Academic Success**— Support to professionals serving at-risk youth to increase educational opportunities for them, with funds from the MacArthur Foundation
- **Office of the Safe Schools Advocate**— Supports the Safe Schools Advocate through provision of technical assistance to callers; incident database support; review of incident data; and creation of analyses and reports to assist the Advocate in enhancing school climate and safety in the School District of Philadelphia; funded by the PA Commission on Crime and Delinquency
- **PA CARES (Creating an Atmosphere of Respect and Environment for Success)**— An initiative to expand the availability of bullying prevention training, technical assistance and resources to PA schools: 250 schools implemented the Olweus Bullying Prevention Program (OBPP); network of trainers expanded to 129 members; online professional development resources developed through the Readiness Series on school climate/violence prevention; increased technical assistance resources for both trainers and PA CARES grantees; funded by Highmark Foundation

- **PA's Education for Children and Youth Experiencing Homelessness Program**—Technical assistance, resource distribution, training, monitoring and data collection support for the eight service regions of the state in partnership with PDE
- **PA Parent Information and Resource Center (PA PIRC)**—Support for parents, schools and communities to increase parents' involvement with their children's learning and academic achievement: 20 presentations at local, regional and statewide venues; eight online trainings to connect parents with student learning and school systems; intensive technical assistance to five schools implementing Solid Foundation School Community Councils; Family Friendly Walk Through, a consultation for schools to measure the school community environment with focus on family involvement, sense of welcome, communication methods and messages
- **Parents as Teachers (PAT) PA State Office**—Nationally recognized, evidence-based home visiting program that works with parents during the critical early years of their children's lives: 11 trainings in the PAT model, certifying 367 participants; site visits, technical assistance, supports and training for parent educators and supervisors in Family Centers, Head Start, Early Head Start, child care centers, schools, family literacy centers, Children's Trust Fund grantees and local private programs serving 8,698 families and 11,115 children through kindergarten
- **PA Statewide Afterschool/Youth Development Network (PSAYDN)**—One of 40 state Networks funded through multiple public and private sources; collaboration of 1,700 state, regional, and local partners to promote sustainable, high-quality, out-of-school-time youth development programs; statewide Lights On Afterschool events emphasized importance of afterschool programs; Afterschool Advocacy Day in Harrisburg involved 75 stakeholders
- **PA School Security Personnel Institutes**—Three-day, intensive institutes focusing on functioning as a security officer in the school setting, working effectively with students, and school safety and emergency planning: 400 school resource officers, school police officers and school security officers were trained in partnership with PDE
- **Research and Evaluation Group**—Research and evaluation services provided to 17 clients, including developing data collection systems, preparing grant applications, conducting simple and complex quantitative analyses, authoring general and technical reports, and assisting with program design
- **Restitution in PA Task Force**—Convenes high-level stakeholders from state, county and local jurisdictions to examine the current state of victim restitution to provide recommendations for improvement to the Governor, PA Legislature and PA Supreme Court, funded by the PA Office of the Victim Advocate
- **Safe Kids Pennsylvania**—Statewide clearinghouse on childhood injury prevention for parents/caregivers, educators, legislators and community organizations; technical assistance and trainings for 45 local affiliates and injury prevention advocates; annual childhood injury prevention conference in collaboration with PA Department of Health and Safe Kids Worldwide
- **School Climate and Safety Assessments**—Cadre of PA School Climate and Safety Assessors available to conduct school climate, safety and cultural assessments
- **StateWide Adoption Network (SWAN) Helpline**—Helpline providing comprehensive information and technical assistance on the state adoption and foster care process; assisting with matching prospective adoptive families and children, connecting families with post-adoption services, making referrals to local adoption agencies, in partnership with Diakon, Inc., and the PA Department of Public Welfare: 10,006 calls handled
- **Technology: Help Desk Support, Database, Web Application Development and Network Support**—Designs, develops and maintains databases; provides web application development services to both internal and external clients; host all CSC websites and web applications

## Cooperative Business Services and Operations

- **Central Susquehanna Region School Employees' Health and Welfare Trust**—Self-insurance program for health, dental, vision and life insurance benefits: CSIU and 17 member districts, 3 vo-tech schools; 1 charter school; 3 other districts
- **PENCON (PA Energy Consortium)**—Nonprofit corporation for purchasing electricity and other energy-related services in a deregulated market:
  - 78 school districts
  - 5 nonpublic schools
  - 7 IUs
  - 12 municipalities
  - 4 career and technical schools
  - 30 county governments/nonprofit organizations
- **PAEJPC (PA Education Joint Purchasing Council)**—The CSIU's original purchasing cooperative is being phased out, with no new bids opened in its name after July 1, 2010; the last of the AEPA contracts awarded under PAEJPC expire February 28, 2013. Current membership (PA, Maryland, West Virginia):
  - 262 school districts
  - 23 government offices
  - 6 nonprofit organizations
  - 15 vo-techs
  - 11 IUs
  - 13 colleges and universities
  - 4 nonpublic schoolsCurrent contracts include athletic equipment and sports supplies, copiers, commercial flooring, roofing and other building envelope services (masonry, repairs and exterior waterproofing) and vehicles (walk-in vans and tilt-cab trucks)
- **KPN (Keystone Purchasing Network)**—Since January 2010, all bids have been solicited under KPN, including AEPA bids, KPN's national bids, line-item bids and fuel oil. Current membership of 411 covers 20 states and Washington, DC and includes school districts, vo-tech centers, colleges and universities, IUs, nonpublic schools, charter schools, libraries, preschools, municipal governments and authorities, and other nonprofits. Current contracts include:
  - national bids: furniture, flooring, carpet and hard surfaces, vehicles, janitorial supplies, kitchen equipment, plastic partitions and lockers, walk-off matting, shipping discounts, Medicaid billing, portable and modular buildings and outdoor athletic surfaces
  - line-item bids: copy paper and art, athletic, cafeteria, computer, custodial, general supplies
  - fuel oil (PA members only)
  - Job Order Contracting Services (eziQC system) for PA members only
  - AEPA (Association of Education Purchasing Agencies) bids: classroom, office and art supplies; custodial, maintenance and industrial supplies; office, classroom, library and shop furniture; facilities management software, marquee signage, kitchen equipment and supplies, sports flooring, musical instruments, mobile learning solutions, modular buildings and portable classrooms, and utility vehicles
- **PA Trust**—Cooperative purchase of catastrophic medical claim insurance; prescription drug program; general consulting services; employee benefit legal services; preferred provider medical and dental discount programs; compliance assistance with federal and state regulatory issues (HIPAA, COBRA, Medicare Part D, GASB 45, OPEB, healthcare reform); statewide contract for insurance company retention fees; financial record-keeping software package: 7 member school employee benefit trusts representing 89 school entities and 30,375 employees
- **PEPPM Technology Bidding and Purchasing Program**—National cooperative providing bid-protected discounted pricing for purchasing technology products:
  - 520 school districts
  - 47 private, parochial, charter schools
  - 64 colleges and universities
  - 26 IUs
  - 5 state libraries
  - 2 other state-approved schools and agencies
  - 38 vo-tech schools
  - 143 governmental entities

## Executive/Administrative Office

### • **Curriculum Services and Professional Development**

- **Act 48**—Continuing professional education for certificated educators: 24 Act 48 events, 457 participants (402 from 17 CSIU districts, tech schools and SusQ-Cyber school)
- **Classroom Diagnostic Tool (CDT)**—Introduction and Next Steps is designed to build capacity in districts for the administration, management, and facilitation of the assessment tool: 17 districts, 3 vocational schools, SusQ-Cyber Charter School
- **Comprehensive Planning**—Assistance and support throughout the Comprehensive Planning process is provided to districts; during the process, updates from PDE are communicated to districts actively involved in developing their plan; flow chart reminders are communicated to districts and schools for the purpose of meeting identified deadlines: 12 districts, CSIU
- **Curriculum Mapping**—Technical assistance and support in the use of the SAS Portal Curriculum Mapping tool: 2 districts
- **Educator Excellence Project**—Training and support with the implementation of the new teacher and principal evaluation tools: 10 districts
- **PA Common Core**—Training modules and resources available to district curriculum coordinators for the purpose of educating the professional staff about PA Common Core: 17 districts, 3 vocational schools, SusQ-Cyber Charter School
- **PA Common Core Transition**—Technical support and guidance to districts in the process of making the transition from PA Academic Standards to PA Common Core: 17 districts, 3 vocational Schools, SusQ-Cyber Charter School
- **PA LEAD**—Collaborate with districts selected for in-depth implementation of the PA Standards Aligned System (SAS) resources: 2 districts
- **PA Standards Aligned System (SAS Portal)**—Technical assistance, training, and guidance in the use of the various resources available through the SAS Portal: 17 districts, 3 vocational schools, SusQ-Cyber Charter School
- **PIL (PA Inspired Leaders) Events**—PIL Course 4, Foundations of Effective Learning: 12 participants from 10 CSIU districts
- **Power Teaching**—An instructional framework that links PA Common Core and school curricula to research-proven instructional strategies and resources promoting student engagement and rigor; working together, students improve their understanding of mathematical concepts: 2 districts
- **Project Based Assessment**—Coordinate and oversee districts' involvement in piloting the Keystone Exam Project Based Assessments: 1 district
- **PVAAS (PA Value-Added Assessment System)**—Overview of PVAAS reporting specific to targeted grade levels and subject areas; assessment of school effectiveness and review of school programs to determine if they are meeting the needs of all students: 17 districts, 3 vocational schools, SusQ-Cyber Charter School
- **Response to Intervention and Instruction (RtII)**—Training and technical support to districts and schools of the region with the implementation of RtII: 4 districts
- **School Level Improvement Planning**—Assistance and support to identified schools required by PDE to develop an improvement plan for meeting adequately yearly progress targets: 9 districts, 1 vocational School, SusQ-Cyber Charter School
- **STEM**—Partner with the Central Pennsylvania Regional STEM organization and the Science Research Center of St. Francis University for supporting STEM initiatives of the region districts: CSIU
- **Keystones of the Federal Union**—History teachers work with primary documents to increase students' literacy and content skills: 28 teachers from 8 CSIU districts

- **Inquiry Into Science**—Partnership with Susquehanna University, BLaST IU, 13 school districts, and 2 nonpublic schools targeting science instruction in grades 6-12: 28 teachers
- **CSIU Public Relations Office**—Production of CSIU publications and news releases; developing publications for CSIU and external clients to improve public relations efforts; Star of the Month staff recognition program: 34 CSIU programs; 6 CSIU districts; 7 agencies
- **Office for Dispute Resolution (ODR)**—Resolution of special education disputes through a variety of methods, both federally mandated and voluntary processes. ODR provides seven distinct services:
  - **Creating Agreement Training**—Conflict resolution skills training program for parents and educators
  - **Special Education ConsultLine**—Information helpline for parents and advocates of children with disabilities who have questions or concerns about the education of a school-aged child
  - **IEP Facilitation**—Voluntary process that can be utilized when all parties to an IEP meeting agree that the presence of a neutral third party would help facilitate communication and the successful drafting of the student’s IEP
  - **Facilitated Resolution Meetings**—When parties have difficulty reaching agreement at a resolution meeting, ODR offers neutral facilitators, which may yield to more effective and successful meeting
  - **Evaluative Consultative Conference Pilot**—A consultant highly trained in special education, law and due process hearings, will assist interested parties in realistically analyzing the merits of their respective due process cases, with the hope that this will facilitate settlement as early in the dispute as possible
  - **Mediation**—Voluntary and confidential alternative to a formal due process hearing
  - **Due Process**—Parents or educational agencies may resolve educational disputes through a mechanism called due process, which differs from other dispute resolution opportunities in that a Hearing Officer decides the dispute for the parties

ODR endeavors to provide high quality, relevant information to stakeholders on all aspects of the dispute resolution system. ODR attempts to provide this information in various modalities, in an effort to meet the needs of multiple stakeholders. The ODR website is currently being redesigned to better meet the needs of its users. In FY 2011-12, ODR developed video presentations on the following topics:

- **Hearing Officer Introductions**—Each hearing officer videotaped a brief introduction, including his or her biographical information. ODR hearing officers planned and presented a *Conversation with the Special Education Hearing Officers* for the Pennsylvania Bar Institute (PBI).
- **Due Process Hearing Procedures**—Four-installment series by the hearing officers geared towards non-lawyers
- **ConsultLine Services**—Video reminds listeners that ConsultLine is available to provide support for parents participating in mediation and resolution meetings. ConsultLine launched a new Parent Resource Library on the ODR website, <http://odr-pa.org/parents/> in an effort to reach underserved communities with information on its services.
- **Facilitated Resolution Meetings**
- **Procedural Safeguards**—A variety of information is available on the ODR website regarding the procedural safeguards notice (PSN), including an audio version, and frequently asked questions about the PSN. CADRE has posted the video on its national website
- ODR also prepared a *Parent Guide to Due Process*, and updated the *Special Education Dispute Resolution Manual*, both of which will be available shortly
- **Statewide Technology Support Services**—Technical support in computer software, hardware, telecommunications, local/wide area networks, the Internet and database reporting for the components of the statewide Pennsylvania Training and Technical Assistance Network (PaTTAN), the Bureau of Special Education and other PDE bureaus

## Human Resources

- **Guest Teacher Training**—Consortium for substitute teacher training and emergency permits for people having a bachelor's degree but not teaching certification: 16 new guest teachers received emergency permits to work in 7 school districts and CSIU classes; 60 guest teachers were issued permit renewals
- **New Employee Orientation**—Full-day program to familiarize new full-time employees with CSIU programs, internal processes and procedures, and to enroll in employee benefit programs: 43 new employees
- **2011 Professional Leadership Day**—Annual full-day professional development program for full-time staff; program includes staff recognition and a motivational keynote speaker: 590 full-time employees

## Outreach and Community Education

- **Adult Education and Literacy Programs**
  - **Basic Education Classes**—Instruction in basic skills and preparation for the GED diploma equivalency test: 793 served, 397 enrolled
  - **General Educational Development Program**—Testing for adults seeking high school equivalency diplomas: 513 adults tested
- **Afterschool Programs**
  - TIES I (Teens in Innovative Educational Structures) program targeting college and career readiness experiences—college visits, sign language, job shadowing, culinary classes, wood-working classes, SAT preps and community involvement: 429 students in grades 7-12 in Shamokin Area and Mount Carmel Area middle and high schools
  - TIES II—20 programs were completed from April through August in the first year of this grant, including academics, recreation, arts and STEM projects: 373 students in grades 3-6 in Shamokin Area and Mount Carmel Area schools, and grades 3-12 in Milton Area schools
- **Alternative Education**—Six education programs that provide small group instruction, counseling and therapeutic services for students in grades 1 through 12 who are not currently experiencing success in traditional school settings: 237 students
- **Central Susquehanna LPN Career Center**—Classroom and clinical instruction, including new simulation lab experiences, to prepare adult students to enter a career as a Licensed Practical Nurse; graduates have taken the licensing examination with a 94% pass rate: 62 full-time and 36 part-time students
- **Corrections Education**—Education program for residents of North Central Secure Treatment Unit, a center for delinquent youth: 220 male and female students
- **Driver Education**—Instruction for students in districts that utilize one or both components:
  - **Classroom instruction:** 303 students
  - **Behind-the-wheel instruction:** 660 students
- **Family Literacy**—Academic activities to meet the needs of the whole family, in partnership with Head Start, early intervention, schools and social service agencies: 39 families enrolled
- **Incarcerated Youth**—Instruction for incarcerated high school students through an alternative education program, offered to school districts hosting county prisons: 238 students served; 5 received their high school diploma or GED
- **Migrant Education Programs**—Summer classes, day care, advocacy and after-school tutoring for seasonal and temporary (year-round) migrant children at Northeast site: 685 students
- **Nonpublic School Services**—Math, reading, enrichment, speech screening and therapy, social services and psychological assessments for students in participating nonpublic schools: math support provided to 161 students, reading to 138, speech screening to 59, speech therapy to 125, social services to 16 and psychological assessments to 25 students

- **Teen Parenting Programs (ELECT/Fatherhood Initiative)**—Counseling and instruction to help teen mothers and fathers complete their high school education, gain economic independence and learn parenting skills: 142 participants
- **Title One Consortium**—Financial management, technical assistance and implementation of reading and math programs: 11 CSIU districts
- **WATCH (Work Attributes Toward Careers in Health)**—Collaborative effort among agencies in 10 counties to provide eligible adults with the academic and social services support that will enable them to enter or advance in the nursing or emergency medical services profession: 333 adults served, 154 enrolled

### Special Education and Early Childhood Services

- **Early Head Start Program**—Center and home-based instruction for disadvantaged pre-natal mothers, infants and toddlers in Northumberland County; health and education screenings, education assessment, health information and transportation to and from dental and medical visits, nutrition services and information: 76 pre-natal mothers and children served
- **Early Intervention**—Child-find services, assessment, center-based and home instruction programs, speech and language, occupational and physical therapy for children 3 years old to school-age who meet state eligibility criteria for special needs: 988 children assessed, 286 children served in the home, 586 children served in centers and itinerant programs
- **Northumberland Area Head Start Program**—Instruction for disadvantaged preschool children in 14 centers: 265 children
- **Pre-K Counts**—Instruction for disadvantaged preschool children in 3 centers: 57 children
- **Professional Support Services**—Staff development opportunities and direct technical assistance for both district and CSIU programs; consultants share expertise on several relevant topics (reading, autism, inclusive practices, behavior management, assistive technology, assessment and transition planning/coordination): 4,650 participants in 500 workshops and trainings
- **Seven Habits Leadership Training**—Training in Dr. Stephen Covey's program of personal growth, *The Seven Habits of Highly Effective People*, empowering staff to pursue personal and professional goals: 17 participants in 7 sessions
- **Student Transportation**—Transportation of students in special education, early intervention, Head Start, migrant education, summer Work Foundations+, teen parent camp and extended school year: 472 children
- **School Bus Driver Training**—Certification and recertification training of district and nonpublic school bus drivers: 48 drivers
- **Social Worker Support Services**—Itinerant social work support for children needing emotional support; staff work with families and teachers to foster emotional growth: 194 students
- **Special Education Instructional Programs**—Support programs for children with special needs: 1,265 students
 

Autistic Support: 133	Life Skills Support: 12
Blind/Visually Impaired Support: 99	Multi-handicapped Support: 27
Deaf/Hearing Impaired Support: 76	Physical Support: 44
Emotional Support: 87	Speech/Language Support: 135
Learning Support: 6	Residential Treatment Facilities: 646
- **Work Foundations+**—Full-time and part-time vocational training or work placement for secondary-level students: 83 students



## Technology Group

- **Computer Software and Services**—Administrative software applications (payroll, grading, inventory, etc.) and related training and support services: 272 school districts, 19 IUs, 29 vo-tech/career centers, 16 charter schools, 4 agencies, 53 schools/agencies indirectly served by our software
- **Continuing Education**—Personal computer training and customized classes, open to schools, businesses, industries, agencies, institutions and individuals: 28 participants in 6 courses
- **Contracted Technical Support**—Technical support for various special education, early childhood, corrections education, outreach and community education field staff, and support for special education and nonpublic time tracking databases: 400 teachers, social workers, supervisors and support staff
- **Migrant Tracking System Support**—Technical support of statewide system for tracking approximately 5,000 children who are receiving services through the Department of Education's Office of Migrant Education: 1 state office, 5 regional sites, 9 project areas, 80 recruiters and student support specialists using tablet computers
- **OCDEL Support Services (OSS):**
  - Support, training and technical assistance in use of the PELICAN early intervention data reporting system for the Department of Public Welfare's Office of Child Development and Early Learning (OCDEL): 48 Mental Health/Mental Retardation offices, 29 IUs and MAWAs, statewide EITA staff, 2 regional divisions, and 1 central OCDEL office
  - Design, develop and support the following database programs for use by various OCDEL programs throughout the state: Early Intervention Verification Tool, Kindergarten Entry Inventory, Maternal, Infant and Early Childhood Home Visiting, and Keystone STARS Designation
- **Regional Computer Fairs**—Competitions to test computer knowledge and application skills of high school and middle school students: 65 high school students from 11 school districts, 43 middle school students from 6 school districts
- **Software Applications Training**—Training of client staff in use of financial, tax and student software applications for the PA K-12 market: 621 participants in 65 classes at CSIU, 370 participants in 32 classes at 6 off-site facilities, 1,733 participants in 135 webinar trainings, plus many individualized trainings at client sites
- **Special Projects:**
  - **PIMS Application and Data-Analysis Support Desk**—Application and data support to schools submitting data to the statewide student longitudinal data system: 16,909 help requests from 800 districts, IUs, vo-techs, charter schools and approved private schools
  - **eSchool Builder**—Web-based course development tool for K-12 educators and students: licensed by the CSIU, SusQ-Cyber Charter School, SIFA (School Interoperability Framework Association, Washington DC) and Javitz Online (Colorado)
  - **School 2.0 eToolkit**—Host and maintain a website designed by the US Department of Education to provide schools and communities with resources to facilitate community-wide discussions about the future of local schools
  - **Online course development**—Food and nutrition series for PA Department of Education
  - **Instructional coach support**—
    - Organize and facilitate monthly meetings for instructional coaches of CSIU districts, to discuss strategies and resources for strengthening student literacy
    - Provide professional development opportunities for district instructional coaches to acquire additional skills, strategies and resources at statewide PA Institute of Instructional Coaching events
    - Subsidize graduate-credit course regarding the PA Literacy Framework to 3 Milton Area School District instructional coaches

- **Curriculum services**—Provide staff support and consultation for a variety of curricular and instructional services for CSIU districts, including researching data analysis tools
- **Streaming video savings for schools**—Coalition pricing of Discovery Education streaming videos for CSIU districts, saving each district between \$4,000 and \$8,000 for the service
- **Telecommunications and Technical Support**—Assessing school district technology needs and developing plans for purchase and installation of hardware and software for the districts' information networks
  - Network Design/Installation/Support—4 CSIU districts, 2 agencies
  - Web Page Installation/Support—10 CSIU programs, 3 agencies
  - Software Consortium Licensing/Support—15 CSIU districts, 2 career & technology centers
  - E-Rate Consultation Services/Support—13 CSIU districts, 4 SusQ-Net districts, 3 vo-tech schools, 1 agency, 10 libraries