

Student Services Audit Issue Explanations and Resolution Steps

Report	Explanation	Steps to Resolve the Issue
Checked Out Student Service Device Assigned to Exited Student	The student has been exited from Special Ed, but the student has been assigned an AT device that is still checked out.	In ESI, check in the assigned device when returned. Move case to Completed status.
Open Student Service Case Associated with Overdue IEP	The IEP associated with the Student Service Case in ESI is overdue.	In Phoenix, complete and lock the new IEP. In ESI, ensure the new IEP is associated with the Student Service Case.
Open Student Service Case for Exited Student	The student has an open Student Service Case, but the student has been exited from Special Ed.	In ESI, update the status of the case to "Completed".
Open Student Service Case Not Associated with Active IEP	The IEP associated with the Student Service Case in ESI is not the student's ACTIVE plan in Phoenix (plan has ended because a new IEP, IEP Amendment or IEP Correction has been locked).	In ESI, associate the Student Service Case with the ACTIVE plan in Phoenix.
Open Student Service Case Not Associated with Any Goals	The student has an open Student Service Case, but none of the student's goals have been associated with the case.	In ESI, associate the Student Service Case for the student with at least one goal in the student's ACTIVE IEP event.
Open Student Service Case with Unassigned Case Manager	The student has a Student Service Case, but that student does not have a Case Manager assigned in Phoenix.	In Phoenix, assign a Case Manager.
Open Student Service Case without AT on IEP	In the IEP associated with the Student Service Case, NO is selected for "Does the student require Assistive Technology device(s) and/or services?" on Special Considerations page.	In Phoenix, complete and lock an IEP Amendment, IEP Correction, or new IEP to update the Special Considerations page.
Open Student Service Case without Consult AAC on IEP	The student has a Student Service Case where an AAC has been assigned, but the student does not have a consultation service with an AAC. This could be because the service is incorrect in the IEP or because the type of case in ESI is incorrect (based on the Facilitator assigned on the Personnel tab).	In Phoenix, complete and lock an IEP Amendment, IEP Correction, or new IEP to update the student's services. OR In ESI, update the incorrectly assigned Personnel.
Open Student Service Case without Consult CAF on IEP	The student has a Student Service Case where a CAF has been assigned, but the student does not have a consultation service with a CAF. This could be because the service is incorrect in the IEP or because the type of case in ESI is incorrect (based on the Facilitator assigned on the Personnel tab).	In Phoenix, complete and lock an IEP Amendment, IEP Correction, or new IEP to update the student's services. OR In ESI, update the incorrectly assigned Personnel.
Open Student Service Case without Status Update for 120+ Days	The status of the student's Student Service Case has not been updated for at least 120 days.	In ESI, if the status is correct, do nothing. If the status is incorrect, update it. If the case should be closed, update the status to "Completed".
Student Service Case Associated with Goals without Progress Information	The student has an open Student Service Case in a status where goal progress information should be present, but no goal progress information has been entered.	In ESI, enter goal progress information for the student.