

Positive Behavioral Intervention and Supports Tier 2 Day 3 Training

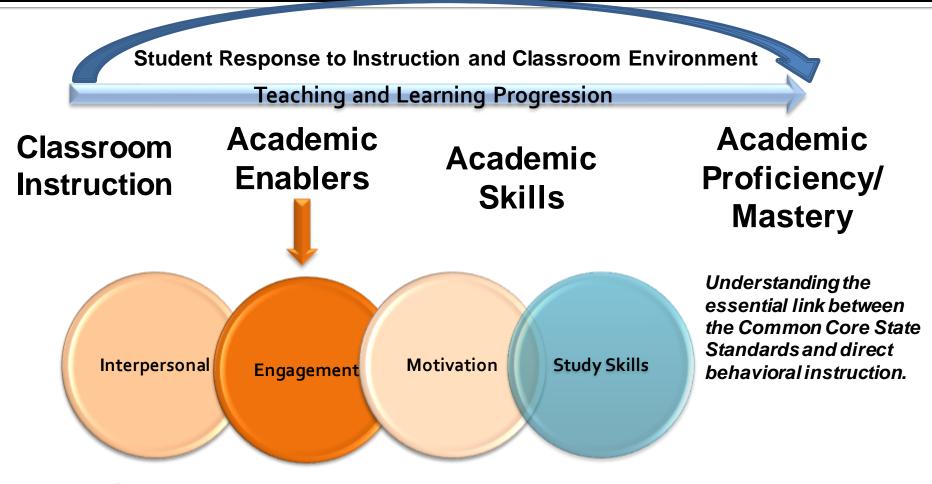


E4—Where do we fit?





Model of Skill Relationships





Training Expectations

Be Safe

- Watch for power cords
- Keep belongings tidy to prevent trips
- Share ideas for support

Be Respectful

- Disconnect to connect
- Listen during presentation time
- Question to clarify
- Use Parking Lot when appropriate

Be Engaged

- Participate fully with your team
- Use team time to complete tasks
- Listen to learn
- Adhere to training agenda



Overview of Tier 2 PBIS Training

Date	Content	
Day 1	Solidify Tier I Practices Classroom and TIPS Extension Stop, Walk and Talk/Expect Respect—Bully Prevention Navigating PBIS Assessment Intervention Team Established Communication System for Tier I and Tier II Teams	
Day 2	Intervention Team Roles/Meeting Template Identifying Students for Tier II Menu of Tier II Interventions Identifying Community Supports Check In Check Out Introduction	
Day 3	Synergy Reports Proactive Intervention Checklists Developed Check in Check Out Roles Identified Check In Check Out Process Check in Check Out Communication System	**
Day 4	Assess fidelity and outcomes in CICO Decision Rules Established	as and Sup

Acknowledgments



- PBIS Technical Assistance Center
 - Co Directors: Dr. Rob Horner, University of Oregon & Dr. George Sugai, University of Connecticut
- Celeste Rossetto-Dickey, University of Oregon
- Dr. Chris Borgmeier, Portland State University
- Dr. Cindy Anderson, West Virginia University
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Tools for the day



- PBIS Tier 2 Binder
- Tier 2 Day 3 Packet
- EGUSD PBIS Website
 - http://www.egusd.net/studentsfamilies/wellness/



Let's have some fun!

Everyone stand up!

Please tell us your name and your position at your site...and then, please answer this question:



If you could travel anywhere in the world, where would you go and why?



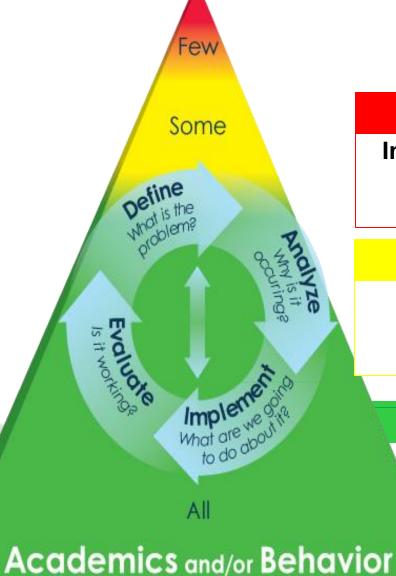
Training Objectives

- Overview of Synergy Reports
- Create proactive intervention checklist
- Review and Solidify CICO Roles
- Identify Students for CICO
- Develop CICO Point Card
- Solidify CICO Process and Procedures
- Complete CICO Handbook
- Complete CICO Communication System



Continuum of Instructional & Positive

Behavior Support



TIER III

Intensive Individualized Interventions:

Systems for Students with High-Risk Behavior

TIER II

Targeted Group Interventions:

Check In Check Out Strong Kids Curriculum

TIER I

School-/Classroom-Wide Interventions:

All Students, Staff, & Settings



How's it going?

- Review your Day 2 Action Plan (Doc 108)
- Be prepared to share your progress...





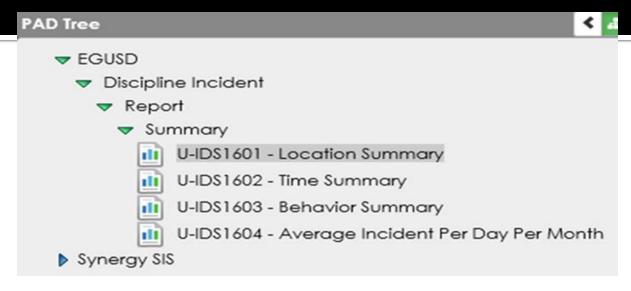
Tasks To Be Completed	Completed?	Who is Responsible?	When will it be started?	When will it be completed?	When evalu
		<u>Day 2</u>			
☐ Intervention Team Roles Established (TFI 2.2)					
☐ Team uses Intervention Meeting Template (TFI 2.2)					
System for identifying students needing Tier 2 interventions is in place (TFI 2.3 & 2.4)					
☐ MTSS Focus of Concern process is in place (TFI 2.4)					
☐ Plan is developed to communicate MTSS Form process to staff (TFI 2.4 & 2.9)					
☐ Plan is developed to communicate request for Community Resources to community and staff (TFI 2.4 & 2.9)					
☐ Team identifies community resources for needed interventions (TFI 2.7)					
☐ Menu of Tier 2 Interventions is developed for site					
Review of EGUSD Website and resources is completed Provide overview of Tier 2					
to school staff					



How-to for Reporting!



Synergy Reports



<u>Location</u>—Helps identify location of problem behavior

<u>Time</u>—Schoolwide times of day when most problem behavior occurs

<u>Behavior</u>—Frequency of occurrence for each category of problem behavior

Total Incident per Month—Shows totals of behaviors per month for the purpose of comparison



Proactive Intervention



Proactive Teaching vs. Reactive Teaching

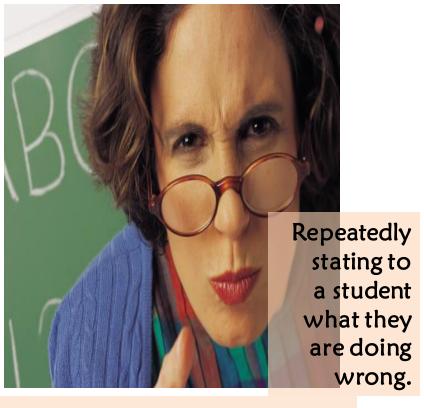
Proactive

Students
provided
with support
to ensure
they can
perform the
expected
behavior.

Opportunity to practice.

Clear feedback.





Reactive



Intervention Checklists

Team: _	Student: ID#:				
				Rutter RTI Model Team/Classroon	n Interventions
	Toby Johnson Response to Intervention (RTI) Model		Student Name	ID #	
	Team/Classroom Interventions		Teacher Name	Class	Period
services and	e that interdisciplinary teams provide the foundation to our RTI model. The team acts as the t resources available on campus that help students be successful. You are the most powerful a nelp provide strategies and support as we move through the RTI model.	•	in place within your classroom: Have sit near an appropriate peer m	odel (grouping, partners)	n with our PBIS framework, describe additional interventions
	o an explicit and consistent classroom management plan that works in conjunction with our P describe additional interventions in place within your classroom:	BIS	Students in close proximity to staff Reduce/Minimize distractions		
	☐ Have student sit near an appropriate peer model			edule with changes discussed ahead of time and stated positively and reviewed on an ongoing basis	s
	□ Student in close proximity to staff		Build a rapport with student (i.e. as	ks empathetic questions, find their interests, encourag	e)
	□ Reduce/minimize distractions		Incorporate student strengths/intere	sts into learning	
	 Predictable daily routine/visual schedule with changes discussed ahead of time Classroom rules are simple, clear, and stated positively and reviewed on an ongoing bas 	is	Build opportunities for a history of	academic success for the student	
	 Build a rapport with the student (e.g. ask empathetic questions, find their interests, encourage) 		Offer structured choices		
	□ Incorporate student strengths/interests into learning		Use cues, prompts, and redirection		
	□ Build a history of academic success for the student □ Offer structured choices		Modify/monitor nonacademic times	3	
	☐ Use cues, prompts, and redirection		Allow short breaks between assignment	nents	
	☐ Modify/monitor nonacademic times		Provide student with opportunity for	r responsibility	
	□ Allow short breaks between assignments □ Provide student with opportunity for responsibility		Focus on the positive, ignoring beh	avior not drastically outside class limits	
	Froute student with opportunity for responsibility Focus on the positive, ignoring behavior not drastically outside class limits		Teach new skills and replacement b	ehaviors	
	Teach new skills and replacement behaviors Provide social spirite representative spirite		Provide social reinforcement (prize	s, tickets, 3R star cards)	
	 Provide social reinforcers/positive reinforcement (e.g. praise) Provide concrete reinforcement (e.g. stickers, prizes, tickets) 		Utilize self-monitoring devices (str	ess ball) ARE WE PURCHASING STRESS BALLS	?
	☐ Utilize self-monitoring devices (e.g. stress ball)		Provide regular communication wit	h parents/guardians	

____ Request parent/guardian reinforcement for behavior

Implement individualized rules and behavior contract

Have I Explicitly Taught it? Have They Learned It?



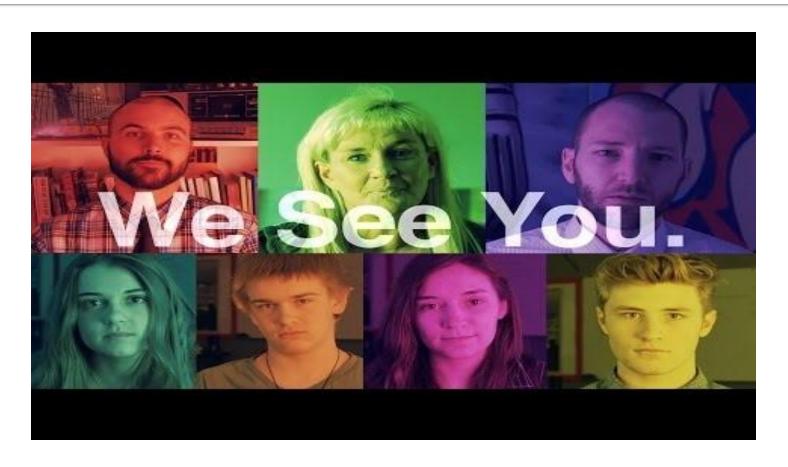
Team Work Time



Guiding question	Team task	Use
What kind of proactive intervention practices currently exist on your campus?	Create your own site intervention list.	Documents 302, 303 and 304 EGUSD Samples



We See You— A message to students everywhere



How did this video impact you? Is there anyone you know that you think might enjoy it?



Check In Check Out (CICO)



Research on Check-In Check-Out (CICO

(March & Horner, 2002; McIntosh, et. al., 2009, Campbell & Anderson, 2008)

 More effective with students with attention-maintained problem behavior

(Hawken, O'Neill, & MacLeod, 2011)

Effective across behavioral functions

(Fairbanks, et. al., 2007, March & Horner, 2002; Macleod, Hawken, & O'Neill, 2010) Students who do not respond to CICO benefit from functionbased, individualized interventions

Why does CICO Work?

Easy to Implement

Improved Structure

Set-up for success

Increased contingent feedback

Links school + home support

Provides format for positive student/parent contact

Strategic Acknowledgement Academics +
Behavior
Support

School + Home Support

Self-Management



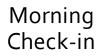
Morning Check In



Student Recommended for CICO

CICO Coordinator Summarizes Data for Decision Making

CICO Implemented



Parent Feedback Regular Teacher Feedback

Afternoon Check-Out

Morning Check-In

- Check student "status"
- Review home card
- Provide Daily Point Card
- •Greet and provide positive start

Revise Program if needed

Exit Program





Teacher Checks



Student Recommended for CICO

CICO Implemented

CICO Coordinator Summarizes Data for Decision Making

Morning Check-in

Parent Feedback

Re Teache Feedback Bi-weekly Meetin

Teacher Checks

- Student gives card to teacher •Teacher greets positively

 - •Provide praise & coaching •Complete Daily Point Card
 - •End of class feedback

Afternoon Check-Out







Afternoon Checkout



Student Recommended for CICO

CICO Coordinator Summarizes Data for Decision Making

CICO Implemented

Morning Check-in Bi-weekly Meeting to Assess Student Progress

Parent Feedback

> Afternoon Check-Out

Afternoon checkout

- Review day
- Retrieve card
- Send copy to family •Record points in data system •Provide reinforcer if earned

Exit Program





Home Check



Student Recommended for CICO

CICO Coordinator Summarizes Data for Decision Making

CICO Implemented

Morning CheckBi-weekly Meeting to Assess Student **Progress**

Home Check

- Student gives card to parent
- Parent gives praise/coaching
- Avoid negatives or punishment
- Parent signs card

Afternoon

n if

Check-Out

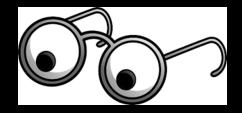


Parent

Feedback

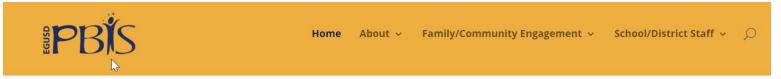
Exit Program

Let's look at an example...



PBIS Webpage:

■ EGUSD home → Students/Families → Wellness → Positive
 Behavior Interventions and Support



Welcome

PBIS is a proactive approach to establishing the behavioral supports and social culture needed for all students on a school site to achieve social, emotional and academic success. It is a framework that is implemented by explicitly teaching the expected behaviors, acknowledging appropriate behaviors and reteaching when behavioral errors are made.

Why implement PBIS?

All students can benefit from instruction in positive behavior expectations and positive acknowledgments. PBIS is a skill- building approach that will strengthen the foundation of social skills for any student. Educators who work in schools that implement PBIS report a high level of satisfaction,





CICO Staff Roles and Responsibilities



Team Organization and Structure

Intervention Team

- Who attends the meetings?
- Commitment from all members

Coordinator

- Attend intervention team meetings
- Maintain staff contact, training



May or may not choose to combine these roles

Mentor

- CICO, meeting organization
- Data entry, graphs



CICO Coordinator Responsibilities

- Establish rapport with students
- Provide training to all students before they begin CICO
- Coordinate check-in and check-out
 - Possibly do check-in & check-outs
- Enter data <u>daily</u> (or weekly, at minimum) (or monitor daily data entry)
- Organize and summarize student data for Tier 2 meetings
- Be the contact person for caregivers
- Process MTSS form with the Intervention Team, if more services are needed
- Problem-solve if CICO is not successful



CICO Coordinator: Planning for Sustainability

Document all procedures

Active participation from site administration

Write coordinator duties into a job description

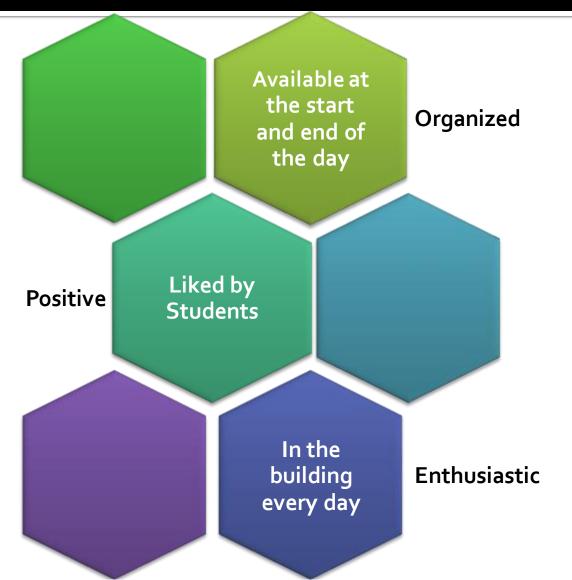
Plan for back up for the coordinator position



CICO Coordinator: Selection Criteria and Considerations

- Who would be a good coordinator?
- What other duties/responsibilities will he/she have?
- Do we need to adjust schedules/time/workload for this person?
- How will we train the coordinator?
- Does the coordinator posses effective behavior management skills?
- Who will be our back-up coordinator?
- What steps do we need to take to accomplish this?

CICO Mentor: A good candidate is. . .





Getting Creative: CICO Mentors



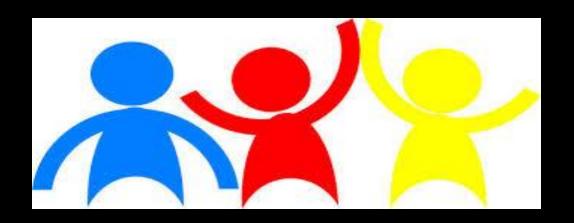
Consider these individuals to check in and out with students!

Team Work Time



Guiding question	Team task	Use
Who will fill the CICO roles? • Coordinator • Mentor(s)	Identify individuals for each role. Begin completing the CICO Planning Guide.	CICO Planning Guide Part A Document 305



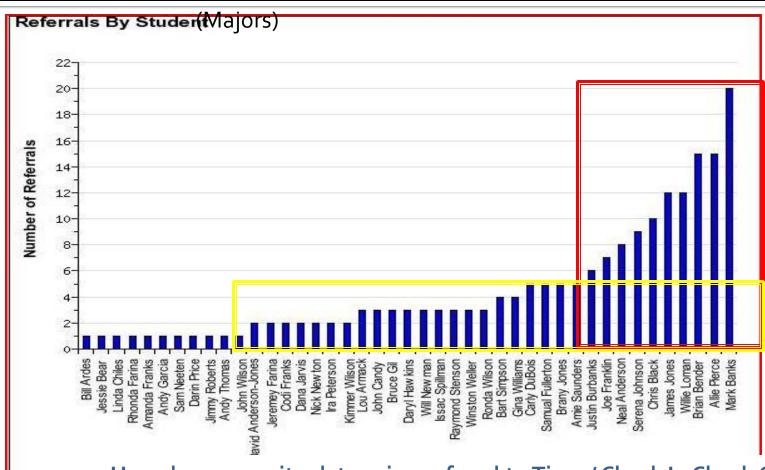


Identifying Students for Check In Check Out



Referrals by Student

One way to assess Tier 2 support need





- Students with 2-5 referrals?
- This varies for grade level, school site



CICO: Students Who Benefit

More than a minimum number of referrals

Across several different settings

Not dangerous to self/others

Like or want adult attention



Externalizing Behaviors

Disruptive

Talks out

Tardy

Defiant

Unprepared

Talks back to teacher

Refuses to do work

Difficulty taking turns

Uses inappropriate language

Off task

Refuses to share

Out of seat



Internalizing Behaviors

Attendance Issues

Health room visits

Refusal to talk

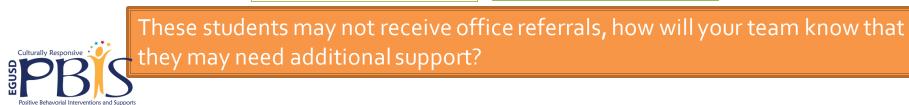
Reluctance to socialize

Unresponsive in class

Alone during unstructured times

Counselor visits

Need to use phone frequently



Pick Your Candidate...



George

- 17 referrals
- From multiple classrooms, cafeteria, hall, and bus
- Disruption, defiance, fighting
- Caught with box opener

Emma

- 5 referrals
- From playground
- Defiance, inappropriate language

<u>John</u>

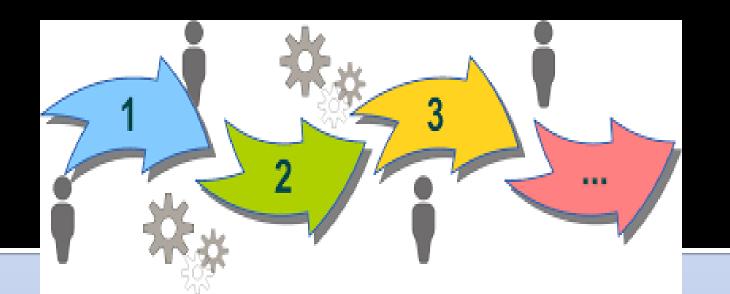
- 5 referrals
- 2 from classroom, 2 from hall, 1 from bus
- Disruption, defiance, tardy, harassment



Student behaviors which may need other Interventions:

- Dangerous/Violent behavior
- Bringing a weapon to school
- Injuring or attempting to injure themselves
- Having a high number of referrals
- Referrals from only one setting, teacher, or time
- Students who find adult attention aversive, or try to avoid it





Referral Process and Student Selection



CICO Request for Assistance—MTSS Form Use the same process for all Tier 2 interventions

- 1. How will staff/families/students refer?
- 2. Where will the referral go?
- 3. How will we inform teachers of the MTSS process?
- 4. What will we do if a student does not appear to be a good fit for CICO?



Identification and Referral: Two Main Sources

 Data indicates at-risk status based on data

 Staff, Student or Family requests assistance



CICO Overview: Referral

Student Recommended

CICO Coordinator
Student Referred for CICO

Making
Team refers student using

CICO Implemented

Morning Check-in

Parent Feedback Regular Teacher Feedback

Afternoon Check-Out to Asse ent Progress

Revise Program if needed

Exit Program



Team Work Time



Guiding question

Discuss the process for your site's "two doors" of identification and referral:

(a) MTSS form

(b) Data

What is your site's response time to a Request for Assistance?

Use

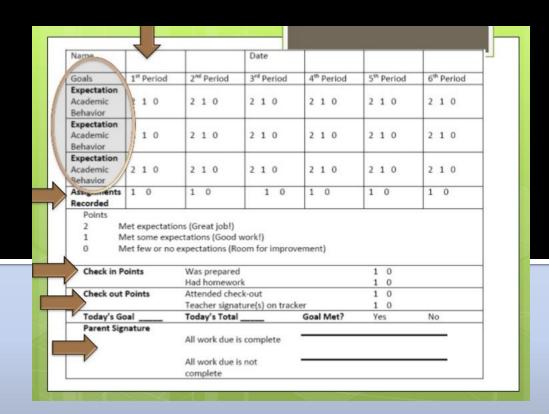
Tier 2 Action Plan

MTSS Form

CICO Planning Guide Part B (Document 305)







Developing a Point Card



Align with School Culture



- Make it your own!
- Use a School name, mascot, or motto:
 - Sunshine Club
 - Hawk Report
 - HUG Hello, Update, Goodbye



Point Card Guidelines

- CICO Daily Point Sheet requirements
 - Standard for all students
 - 3-5 school wide rules
 - 3 point rating scale (0, 1, 2 or 1, 2, 3)
 - No more than 10 check in periods
- Keep it simple
 - Quick & easy for staff to complete
 - Small (half sheet) and easy to carry around



HAWK Report - Helping A Winning Kid

Name:			Points received		
Date:				_	
Daily Goal	_ Daily goal reached?	Yes	No		

GOALS	8:30-10	Recess	10:15-	Lunch	12:15-	1:15-3:00
			11:30		1:15	
Be Safe	0 1 2	0 1 2	0 1 2	0 1 2	0 1 2	0 1 2
Be Respectful	0 1 2	0 1 2	0 1 2	0 1 2	0 1 2	0 1 2
Be Responsible	0 1 2	0 1 2	0 1 2	0 1 2	0 1 2	0 1 2
TOTAL, y Responsive						

Point Sheet Example



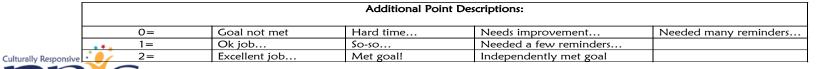
Name:

Ellen Feickert Elementary Check In Check Out Daily Point Sheet

Date:



			Points		1:	nterval	s	% Goal:	
Respectful Hard time being respectful to others Okay time following directions Great job following directions Totals:		0	1	2	Before 1st Recess	After Lunch	Before Dismissal		Domain % Goal
Responsible Hard time following directions Okay time following directions Great job following directions!	Safe								
directions directions directions! Totals:	Respectful								
	Responsible								
Teacher/Parent Comments:				Totals:					
	Teacher/Parer	nt Comments:							



Modifying CICO: Younger students



Name:	ightharpoonup = 2 points	Points received
Date:	$ \stackrel{\bullet}{=} 1 \text{ point} $	Points possible
	(ii) = 0 points	Daily goal reached? Yes No

GOALS	Morning	PE/Music	Reading	Math	Afternoon
Safe		© @ 8	©	© 0 8	
Respectful	© © 8	© © 8	0 0 0	A	9 8
Responsible	\odot \odot \otimes	00		e nicture	

- Less words, more pictures More frequent check-ins

 - Earn rewards more often



Modifying CICO: Older students

Oregon High School

Name ______ Points: _____

CLASS	Pers	sever	ance	R	espe	ct	In	tegri	ity	Di	scipli	ine	Ex	cellei	ісе	Teacher initial
1st period 	0	1	2	0	1	2	0	1	2	0	1	2	0	1	2	
2 nd period	0	1	2	0	1	2	0	1	2	0	1	2	0	1	2	
3 rd period	0	1	2	0	1	2	0	1	2	0	1	2	0	1	2	
4 th period	0	1	2	0	1	2	0	1	2	0	1	2	0	1	2	

Parent / Guardian signature_____

Category	School Academic Progress				School Effort Progress		object Ogdan. Progress			
Course/Teacher	Good	Satis.	Unsat.	Good	Satis.	Unsat.	Good	Satis.	Unsat.	
Course: Teacher:										
Course: Teacher:										
Course: Teacher:										
Course: Teacher:										
Course: Teacher:										
Course: Teacher:										

CICO Point Card

(Same size, printed on same color paper)

Athletics Eligibility Progress Report

- Vary rewards
- Less frequent check-ins
- Card looks similar to other widely used card (e.g. athletic eligibility)



Example and Non-Example...



Name:													
Date:		Bloc	k 1		Bloc	k 2		Bloc	k 3		Bloc	k 4	
			_										
Safety	0	1	2	0	1	2	0	1	2	0	1	2	
			_										
Organization	0	1	2	0	1	2	0	1	2	0	1	2	
Achievement	0	1	2	0	1	2	0	1	2	0	1	2	
Respect	0	1	2	0	1	2	0	1	2	0	1	2	

Name: Date:	Pencil sharpened	Homework completed	Raise hand to talk	Be on time	Keep hands to self
1. Check in	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
2.	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
3. Music on	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
MWF					
4. PE on T	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
TH					
5. Math	1 2 3 4	1 2 3 4	1 2 3 4	1	1 2 3 4
6. Lunch	1 2 3 4	1 2 3 4	1 2 3 4		2 3 4
7. Recess	1 2 3 4	1 2 3 4	1 2 3 4	NO	2 3 4
8.	1 2 3 4	1 2 3 4	1 2 3 4		2 3 4
9. Language	1 2 3 4	1 2 3 4	1 2 3 4		1 2 3 4
arts					
10. Snack	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
11. Research	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
projects					

- 1. Standard for all students?
- 2. 3-5 expectations?
- 3. 3-point rating scale?
- 4. No more than 7 check in periods?



Team Work Time



Guiding question	Teamtask	Use
How will your daily point cards be formatted?	Develop Daily Point Card Continue working on CICO Implementation Guide	Sample CICO Point Cards (306, 307, 308) CICO Planning Guide Part C

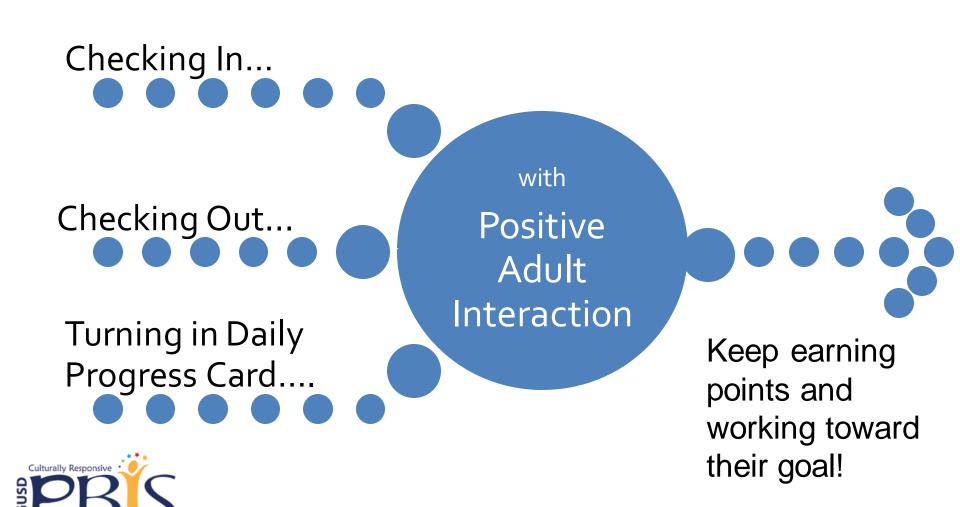




Developing a Check In Check Out Acknowledgement System



Reward Students for:



Keys to Successful Rewards

- Rewards must be FEASIBLE, and VALUED by the student.
- We HAVE to follow through with delivering the reward when we say we will.
- May need to start with daily rewards for success, then fade to building up points over time to earn reward.







The most important acknowledgement??

Positive Adult Attention!! ©



Additional Recognition Ideas:











Sample Reinforcers (Elementary)

REWARD OPPORTUNI7 (Days at 80%)	Non- onsecutive days! ∞ REWARDS ∞
2	PencilLunch line pass
3	 Work quietly with peer on homework (durir homework sessions only). School Lanyard Help in classroom Document 309
5	 Lunch line pass with a fr Computer time
10	Friday popcorn30 min Activity time

Sample Reinforcers (Secondary)

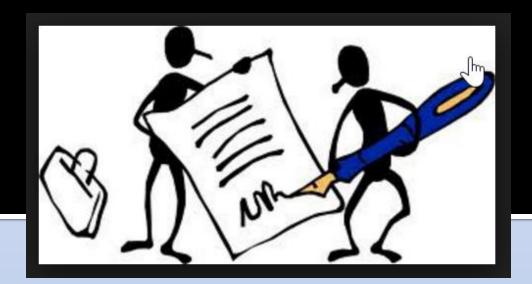
REWARD OPPORTUNITIES	REWARDS
(Days at 80%)	
2	Capri SunGranola BarDocument
3	 Work quietly with peers sessions only). School Lanyard Pack of gum
5	 Pop Corn with a friend and Aca hic Se inar teacher Coffee card
7	Choice to use class room computer for assignment
10	Lunch with Academic Seminar teacher
14	Two coffee cards
18	School T-Shirt
23	Lunch paid for by the school
30	 Reduced / free tickets to school sporting event, dance, etc. Pizza party for your Academic Seminar Class

Team Work Time



Guiding question	Team task	Use
How will your daily point cards be used with your acknowledgement system?	Determine reinforcers for students and staff	CICO Planning Guide – Section D
		Document 309





Initial Meeting: Agreement/Contracts



CICO Overview

CICO Coordinator

Student Recommende

CICO Implemen

Prior to CICO Implementation
Initial Meeting/ Agreements
Clarify Roles & Responsibilities
Teach CICO processes

Morning Check-in

Parent Feedback Regular Teacher Feedback

Afternoon Check-Out

Bi-weekly Meeting to Assess Student Progress

Revise Program if needed

Exit Program



Communicating Agreements



Obtain parental permission

Obtain student agreement

Outline individual Roles and Responsibilities



CICO Home Report Example

Name:	Date:
I met my goal today	I had a hard day
One thing I did really well today	was:
Something I will work on tomorro	ow is:
Comments:	
Parent/Guardian Signature: Comments:	

Parent Support Strategies

Review child's daily report, provide incentives



Encourage good effort and a fresh start

Provide
Positive Focus &
Encouragement

Do not punish child if they don't meet their school goal



Try to reduce "tough mornings" before school



Orienting the Student to CICO



Teach program logistics

- Responsibilities: Student, Teacher,
 Coordinator, Specialists, Parents
- Where & with Whom to Check-in & Check-out

Teach Desired Behaviors

Teach Point Card & Rating

- What Behaviors = 0/1/2
- Role Play with student
- Have student role play as teacher & score their own behavior



Create Program Description



Why Have a CICO Program Description?

Provides consistent information for all staff

Provides sustainability year to year

Reminds staff and families of the purpose

Can be revised as needed for improvement

Can be created in a variety of formats



Team Roles and Responsibilities

Coordinator/Mentors

- Facilitate a.m. & p.m. checks
- Get signed form from students, provide new form
- Maintain positive, constructive environment
- Acknowledge and share successes

Teachers

- Obtain form from student daily
- Monitor student behavior and mark card accurately
- Provide feedback to student in positive and constructive manner

Students

- Check in and out each day
 - Give form to teacher
 - Meet expectations
- Take form home for parents to sign daily, bring back to school each morning

Communicating with Staff

Intro to CICO

<u>گر</u>

Request for Assistance Form (MTSS) process

EGUSD Website
CICO Tab

Description of CICO

- Why it is important
- Roles & Responsibilities
- Rating the Point Card
- Importance of being positive



Team Work Time



Guiding question	Team task	Use
How will we communicate with families about the CICO program? Phone call, Note home, Text, Email?	Develop communication plans	CICO Planning Guide Part E
How will we train the students?	Create documents to put in your Site	CICO Planning
How will we orient our staff? (include a guest teacher component)	CICO Handbook Create Program Overview	Guide F Sample CICO Handbook
How will we explain our program?	Document	

Tasks to be completed

Review and fill out Tier 2 Day 3 Action Plan

Tasks To Be Completed	Completed?	Who is Responsible?	When will it be started?	When will it be completed?	When evalu
		Day 3			
CICO Coordinator Identified					
CICO Mentor(s) Identified					
Staff and family commitment for CICO					
Student Identification process established					
Daily CICO Point Card developed					
CICO routines and procedures are identified					
Acknowledgement System for CICO established					
System created for family communication					
Morning, teacher and afternoon check-ins and check-out routines established					
Process developed for training students, staff and families					
Substitute staff communication established					
Provide overview of CICO to					





Overview of Tier II PBIS Training

Date	Content
Day 1	Solidify Tier I Practices Classroom and TIPS Extension Stop, Walk and Talk/Expect Respect—Bully Prevention Navigating PBIS Assessment Intervention Team Established Communication System for Tier I and Tier II Teams
Day 2	Intervention Team Roles/Template Identifying Students for Tier II Tier II Interventions Identifying Community Supports Check In Check Out Introduction
Day 3	Check in Check Out Roles Identified Check In Check Out Process Check in Check Out Communication System
Day 4	Benavior Tracker Overview & Data Entry Assess fidelity and outcomes in CICO Decision Rules Established Targeted Intervention Guide

Questions, Comments and Evaluations









Thank you!



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