

Washington Statewide Individualized Education Program (IEP) Platform – Business Capability Map

What this system must be able to do – organized by functional domain, independent of process sequence or user role

This is a business capability map for the Washington Statewide IEP Platform. As you review the capability map, identify the major capability domains. Core IEP lifecycle, family engagement, compliance and oversight, transition planning, data integration, platform administration, and security. Notice how each domain breaks into specific capabilities (e.g., referral intake, goal writing, service logging, dashboards, SIS integration, e-signatures). This map visualizes the full functional scope required for a statewide IEP system and how these capabilities collectively support compliance, instructional quality, family access, and statewide data interoperability with the ultimate goal of improving student outcomes.

How to read:

Each colored block is a **Level 1 capability area** – a major functional domain the platform must support.

Inside each block are **Level 2 job-capabilities** – the specific things the system must do within that domain.

Capabilities are grouped into three tiers: **Core IEP Lifecycle** (the primary work), **Engagement & Oversight** (how people interact with that work), and **Foundation** (the infrastructure that enables everything).

Washington Statewide Individualized Education Program (IEP) Platform - Business Capability Map

Level 0 – Centralized platform serving 312 Local Education Agencies ~150,000 students with disabilities 9 Educational Service Districts OSP

Tier 1 – Core IEP Lifecycle

L1.1

Referral & Evaluation Management

Intake, consent, assessment, eligibility determination, and re-evaluation

Referral Intake & SIT Review	Prior Written Notice Generation
Parent Consent Management	Multidisciplinary Team Coordination & Scheduling
Evaluation Documentation	External Eval Upload & Intake
Evaluation Report Generation	Eligibility Determination
Re-Evaluation (Triennial) Workflow	Manifestation Determination

L1.2

IEP Development & Instructional Planning

Authoring, goals, services, accommodations, and curriculum alignment

IEP Authoring & Document Assembly	Present Levels (PLAAFP)
Goal Writing	Specialty Designed Instruction Templates & Design
Services & Accommodations	Gen Ed Curriculum Alignment
Functional Behavior Assessment / Behavior Intervention Plan Development	Least Restrictive Environment Planning
Amendment Workflow	IEP Meeting Management

L1.3

Service Delivery & Progress Monitoring

Implementation tracking, program data, annual reviews, and outcome measurement

Service Delivery Logging	Therapy Session Tracking
Progress Monitoring & Viz	Goal Status Tracking
Progress Report Generation	Early Warning Indicators
Gen Ed Progress Alignment	Annual Review Workflow
Intervention Effectiveness	Medical Service Documentation

Tier 2 – Engagement & Oversight

L1.4

Family Engagement & Accessibility

Family portal, multilingual access, consent workflows, and transparent participation

Family Portal	Multilingual Support (12+ languages)
Document Translation	e-Signature & Consent Workflows
Progress Dashboard (Parent View)	Meeting Scheduling & Participation
Parent Input & Feedback Tools	Draft IEP Review Access
Communication Channels	Rights & Resources Education

L1.5

Compliance, Reporting & State Oversight

OSPI admin portal, compliance monitoring, federal reporting, equity analysis, and audit

Automated Deadline Tracking	Compliance Alerts & Notifications
District Compliance Dashboards	Statewide Compliance Dashboards
State Performance Plan / Annual Performance Federal Reporting	600+ Tables & Federal Data
Disparity & Equity Analysis	District Performance Monitoring
Audit Trail & Investigation	Proactive Early Warning System
Targeted TA Recommendations	Medical Reimbursement Audit

Tier 3 – Foundation & Infrastructure

L1.6

Data Integration & Interoperability

Student Information System sync, state reporting feeds, assessment links, and data exchange standards

Student Information System Bidirectional Sync (Ed-R API)	Student Information System Batch Processing (SFTP)
Vendor API Connectors	CEDARS One-Way Feed
Data Validation & Error Checking	Data Migration (Historical IEP)
Assessment Connections	High School and Beyond Plan System Alignment
Future: Medicaid / HCA Billing	Future: LMS Integration

L1.7

Platform Administration & Configuration

State & district config, user management, forms, and system maintenance

Statewide Form Standards	District-Level Configuration
Role-Based Access Control	User Provisioning & Management
Data Retention & Archival	System Monitoring & Performance
Training & Knowledge Base	Context-Sensitive Help

L1.8

Security, Identity & Document Services

Authentications, encryption, document management, and platform-wide utilities

SSO (entra ID / Google / SSO)	Multi-Factor Authentication
Encryption (at rest & in transit)	Audit Trail Logging
Document Generation & Assembly	Document & External Data Ingest
e-Signature Services	Notifications, Alerts & Reminders
Calendar Sync	Search, Filter & Sort
Mobile Access (full functionality)	Web Content Accessibility Guidelines (WCAG) / Section 508 Accessibility

Cross-Cutting Lifecycle Capability

L1.9

Transition Planning & Student Mobility

Spans multiple IEP lifecycle stages – IEP – IEP district-to-district, and post-secondary transition

High School and Beyond Plan / Transition Plan Development	Post-Secondary Goals & Outcomes	Age-Appropriate Assessments	Student & Family Voice in Planning	IFSP – IEP Transition
District-to-District Transfer	Out-of-State Transfer Intake	Exit Reporting & Outcome Tracking	Transition Compliance	Inter-Agency Coordination

Connected External Systems

District SIS (Skyward 87.6%, PowerSchool, Skynergy 4)	CEDARS (state longitudinal data)	entra ID / Google Workspace / SSO
HSPB System	Future: Medicaid / HCA	Future: DCYF
Future: LMS (Canvas, Schoology, Google Classroom)	Future: WA-AIM & Language Proficiency	Future: Data Warehouse

Supporting Organizations

OSPI (governance, policy, oversight)	ESDs (regional training & TA)	IEP Platform Vendor
WaTech (security standards & infrastructure)	Advisory (continuous improvement)	
Implementation & Data Migration Partners		

Washington Statewide Individualized Education Program (IEP) Platform – Role & Process Matrix

What each role needs to do at each IEP milestone – based on the 4 main roles at each meaningful data hierarchy level and the 10 process steps of IEP

This diagram is a role-by-process matrix for the Washington Statewide IEP Platform. While it is not comprehensive but rather to help with context, you will find the major stages of the IEP lifecycle across the top (referral through transition) and the stakeholder groups down the left-side (educators, families, administrators, OSPI). For each cell, note how the chart clarifies who is responsible, who supports, and where no action is required. This view displays how responsibilities shift across the IEP process, how collaboration is structured, and how the statewide platform must support each role at each stage.

How to read **Solid** = Primary action (this role drives the work) **Light** = Supporting capability (this role participates or views) **Grey** = Not active at this milestone

Role Milestone →	1 Referral	2 Consent	3 Evaluation	4 Evaluation Report	5 Eligibility	6 Create IEP	7 Services Begin	8 Progress & Annual Review	9 Re-Evaluation	10 Transition
Educators & Service Providers Case managers, Special Education teachers, therapists, General Education teachers	Submit referral Student Information Team review & data gathering Attach supporting docs	Generate Prior Written Notice (can be triggered in several stages) Request parent consent	Conduct evaluations Coordinate Multidisciplinary Team Document assessments Upload external evals	Generate eval report Document findings & recommendations	Determine eligibility category Document team decision Present Levels of Academic Achievement and Functional Performance (PLAAPF)	Author IEP Write goals & Specially Designed Instruction GenEd curriculum alignment Functional Behavior Assessment / Behavior Intervention Plan Accommodations & services	Implement Specially Designed Instruction Log service delivery Track therapy sessions	Monitor progress data Update goal status Generate progress reports Conduct annual review Process amendments	Conduct re-evaluation Triennial assessment Update eligibility	Develop transition plan High School and Beyond Plan alignment Post-secondary goals Age-appropriate assessments
Students & Families Family portal - Multilingual - Co-creators in the IEP process	Initiate or receive referral notice Notification in family language Provide input & concerns	Review prior written notice (can be triggered in several stages) e-Signature consent Translated documents Understand rights & options	Participate in evaluation Provide parent input Upload external records Schedule meetings	View eval report in their language Ask questions & provide feedback	Participate in eligibility meeting Provide input on determination View decision & rationale	Co-create IEP Input on goals & services Review draft IEP e-Sign IEP Meeting scheduling	Review all documentation Communication with providers	View progress dashboard Receive progress reports Provide feedback Participate in annual review e-Sign amendments	Consent to re-evaluation Provide updated input Review new findings	Student & family voice Post-secondary preferences Review transition plan Goal areas: education, employment, and independent living SIPN assessment
Administrators School admin, district Special Education directors, IT staff	Assign caseloads View referral pipeline	Monitor consent status Track timeline compliance	Allocate eval resources Monitor eval timelines Coordinate Multidisciplinary Team staffing	Review report completeness Quality assurance	Review eligibility decisions Dispute resolution support	Monitor IEP quality District configuration & templates Staff assignments	Verify services match IEP Resource allocation Scheduling coordination Medicaid documentation	Caseload dashboards Compliance monitoring Intervention effectiveness Student Information System data sync support Medicaid audit	Track triennial deadlines Resource reallocation	Student transfer/Adult Agency coordination Cross-district record portability Exit reporting
OSPI Administration State oversight, compliance, audit, policy, equity	Referral volume trends Disparity monitoring by district	Consent timeline compliance rates Statewide Prior Written Notice tracking	35-day eval deadline monitoring District compliance dashboards	Audit report completeness Statewide evaluation patterns	Eligibility disparity analysis Category trends by race & district Audit trail of decisions	30-day IEP creation deadline Statewide form standards Policy & business rule config	Service delivery compliance Least Restrictive Environment placement monitoring	Federal Reporting Statewide compliance dashboards District performance rankings Equity & disparity analysis Proactive early warning Ability to drill-down to individual IEPs Targeted TA recommendations	Triennial compliance rates Statewide re-eval patterns	IDEA Transition Indicators Transition compliance monitoring

Active across all milestones – not tied to a single step

- Document & external data ingest (uploads at any stage)
- Multilingual support (12+ languages)
- Notifications & alerts
- Audit trail on all actions
- Role-based access control (Entra ID / Google Workspace / SSO + MFA)
- Document generation & e-signatures
- Calendar sync (Google, Apple, Microsoft)
- Mobile access
- Amendment workflow (can occur at any point)
- Student transfer & record portability
- Context-sensitive help & training resources

How the platform connects to the broader ecosystem

- SIS ↔ Bidirectional (Ed-Fi API / SFTP / Vendor API)
- CEDARS → One-way feed (Special Education data for federal reporting)
- Entra ID / Google Workspace / SSO (Security Assertion Markup Language (SAML)/OIDC)
- HSBP system alignment
- Future: Medicaid/HCA billing
- Future: DCYF (foster care)
- Future: WA-AIM & language proficiency
- Future: LMS integration

UPSTREAM → MTSS / General Ed Interventions – when tiered supports are insufficient, triggers referral into Milestone 1. Out of platform scope.

User Journey Maps

A walkthrough of the full IEP Journey, built directly from interviews with families, educators, and administrators* to show the aggregated persona sentiment at each stage

The User Journey Map is a walkthrough of the entire IEP journey from the moment a concern (referral) is raised, through transition planning. This aggregated information was obtained through interviews with those different groups. As you scan across the IEP journey, notice how each column represents a stage in the process, and how the different rows show what families, educators, and administrators are doing at each stage. The purpose is to see the IEP process not as isolated tasks, but as a coordinated, role driven sequence that helps inform the sentiment of the current state to help drive toward traditions and support for the student for improved outcomes.

*This section does not include the OSPI Administrator persona, as they were interviewed using a different sequence than the other three groups. Their activities and associated tools are documented separately in the Roles and Processes Matrix
 **Because interview participants discussed Steps 1-5 as a single, continuous process rather than as discrete stages, the referral and evaluation components received a unified sentiment rating.

- Family & Student
- Educators
- Administrators

A 10-Step Journey Map to Special Education		Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8	Step 9	Step 10
Journey stages for the 4 roles		Referral	Consent to Evaluate <small>Consent has 20 days to resolve with family input to evaluate the student</small>	Initial Evaluation <small>The evaluation process must be completed within 30 school days after district receives consent</small>	Initial Evaluation Report	Eligibility and Consent	Creating Individualized Education Program (IEP)	Special Education Begins	Progress Monitoring & Annual IEP Review	Reevaluation	Transition

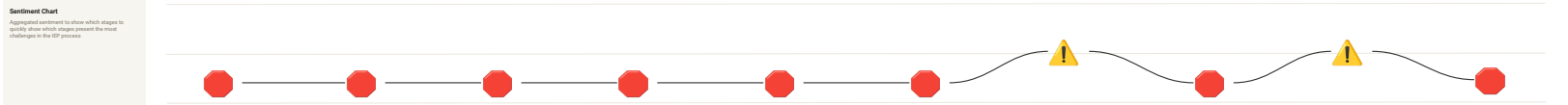
Section 1: User Stories — "I want to..."

User Stories	Family & Student	Educators	Administrators	Family & Student	Educators	Administrators	Family & Student	Educators	Administrators	Family & Student	Educators	Administrators	Family & Student	Educators	Administrators	Family & Student	Educators	Administrators									
What is the user trying to do?	<ul style="list-style-type: none"> Family & Student: Support that student may need services, then make a referral to the school district to have the student evaluated for special education Educators: Conduct academic interventions for students who are struggling Administrators: Review referrals Dispute meetings and resolutions Resents to evaluate 	<ul style="list-style-type: none"> Educators: Approach parents about conducting evaluations 	<ul style="list-style-type: none"> Administrators: Provide information of evidence for need to evaluate Dispute meetings and resolutions Resents to evaluate 	<ul style="list-style-type: none"> Family & Student: Consent to evaluate 	<ul style="list-style-type: none"> Educators: Collect data on intervention and evaluate student 	<ul style="list-style-type: none"> Administrators: Align evaluation resources needed Provide history for reason for evaluation 	<ul style="list-style-type: none"> Family & Student: Provide input and engagement during the evaluation process 	<ul style="list-style-type: none"> Educators: Review Initial Evaluation Report 	<ul style="list-style-type: none"> Administrators: Review evaluation and interpret results to determine if Special Education is appropriate 	<ul style="list-style-type: none"> Family & Student: Approve the "initial provision of services" before OR after the initial IEP meeting Dispute eligibility decisions, via IEE, Section 504, IDEA, dispute options 	<ul style="list-style-type: none"> Educators: Review and confirm eligibility and collect consent 	<ul style="list-style-type: none"> Administrators: Review and confirm eligibility and collect consent 	<ul style="list-style-type: none"> Family & Student: Collaborate and attend meetings with the IEP Team to develop an IEP Approve IEP through digital signing 	<ul style="list-style-type: none"> Educators: Design IEP creating goal, reports, progress monitoring and accommodations or support details Manage IEP compliance and adhering to Federal and State guidelines 	<ul style="list-style-type: none"> Administrators: Manage IEP compliance and adhering to Federal and State guidelines 	<ul style="list-style-type: none"> Family & Student: Call meeting with IEP Team Collaborate with other educators to ensure goal alignment and implementation 	<ul style="list-style-type: none"> Educators: Collaborate with other educators to ensure goal alignment and implementation Monitor through reports and data manipulation 	<ul style="list-style-type: none"> Administrators: Monitor through reports and data manipulation 	<ul style="list-style-type: none"> Family & Student: Access IEP documents, progress reports, and releases through portal Engage with system tools for signing, reporting, feedback, and updating student records 	<ul style="list-style-type: none"> Educators: Regular progress monitoring in systems built integral and not integrated with IEP platform Monitor major changes in progress through progress monitoring 	<ul style="list-style-type: none"> Administrators: Monitor major changes in progress through progress monitoring 	<ul style="list-style-type: none"> Family & Student: Formal IEP themes Make adjustments to IEP 	<ul style="list-style-type: none"> Educators: Ensure compliance with Federal and State Regulations Track compliance data 	<ul style="list-style-type: none"> Administrators: Track compliance data 	<ul style="list-style-type: none"> Family & Student: Student 16-22 year to post-secondary education planning 	<ul style="list-style-type: none"> Educators: No formal structure overall as it's heavily dependent on particular student needs 	<ul style="list-style-type: none"> Administrators: Support the transition to next steps in education

Section 2: Features — Ideas / Deliverables

Features	Family & Student	Educators	Administrators	Family & Student	Educators	Administrators	Family & Student	Educators	Administrators	Family & Student	Educators	Administrators	Family & Student	Educators	Administrators	Family & Student	Educators	Administrators													
What does the feature do for us here for this stage?	<ul style="list-style-type: none"> Real-time interpretation Visual aids of IEP process and glossaries Approved checklist for common questions 	<ul style="list-style-type: none"> Document and track referrals enabling list creation 	<ul style="list-style-type: none"> Document and track referrals enabling list creation 	<ul style="list-style-type: none"> Digital Signature for approval to evaluate 	<ul style="list-style-type: none"> Educators: Ability to track the Consent to Evaluate timeline Notifications on these things 	<ul style="list-style-type: none"> Educators: Customizable templates to allow for faster setup but also flexibility for individual students Integration of real-time student access to display results and remove manual data entry 	<ul style="list-style-type: none"> Administrators: Standard tracking system for evaluations to ensure date compliance 	<ul style="list-style-type: none"> Family & Student: Evaluation starts and estimated completion dates 	<ul style="list-style-type: none"> Educators: Goal suggestions directly tied to evaluation results to ensure compliance with evaluation directives 	<ul style="list-style-type: none"> Administrators: Notifications and tracking tools to keep volume of potential services needed 	<ul style="list-style-type: none"> Family & Student: Access to evaluation results 	<ul style="list-style-type: none"> Educators: Student consent status report to provide view on consent and any notes by evaluators 	<ul style="list-style-type: none"> Administrators: Visibility into students' records including referral history, reasons for non-qualification, and alerts for students with specific indicators 	<ul style="list-style-type: none"> Family & Student: List of eligible programs for potential financial support Digital signatures to provide consent 	<ul style="list-style-type: none"> Educators: Goal suggestions directly tied to evaluation results to ensure compliance with evaluation directives 	<ul style="list-style-type: none"> Administrators: Notifications and tracking tools to keep volume of potential services needed 	<ul style="list-style-type: none"> Family & Student: Tools and guidance to develop inclusive goals that align with general education objectives Review and provide feedback on IEP drafts before meetings to facilitate informed participation 	<ul style="list-style-type: none"> Educators: Customizable templates that streamline educator workflow while still allowing student-specific tailoring Training modules to support creating goals but also includes to support creating goals for each role and any new IEP standards 	<ul style="list-style-type: none"> Administrators: Align IEP components within a statewide template, enable seamless data sharing across agencies, and reduce admin time through centralized management tools 	<ul style="list-style-type: none"> Family & Student: Glossary to help define technical terms used in service delivery Track and access online supporting progress monitoring, compliance and transparency for families while accommodating for future legislative changes 	<ul style="list-style-type: none"> Educators: Customized and resources to help parents understand their roles and contribute to IEP process Educators: Securely store IEP-related attachments, track custom engagement metrics, provide clear trend analysis results, and offer easy-to-use compliance and monitoring reports that require minimal technical skill 	<ul style="list-style-type: none"> Administrators: Securely store IEP-related attachments, track custom engagement metrics, provide clear trend analysis results, and offer easy-to-use compliance and monitoring reports that require minimal technical skill 	<ul style="list-style-type: none"> Family & Student: A user-friendly portal to provide families access to IEP information, progress updates, and data on goal tracking Reports should support visuals, including graphs and charts to present data in a consumable manner 	<ul style="list-style-type: none"> Educators: The system should offer customizable dashboards and reporting tools that graph trends, display graphs data, flag real-time non-compliance, and support easy export of labeled reports 	<ul style="list-style-type: none"> Administrators: Embed compliance checks, surface actionable insights through dashboards, and support live progress updates and goal tracking tools that automatically reflect student performance data guide adjustments 	<ul style="list-style-type: none"> Family & Student: View the reevaluation status and updated information Real-time notifications about changes to IEP and meetings to stay informed and engaged 	<ul style="list-style-type: none"> Educators: A meeting generator to ensure compliance with annual IEP requirements 	<ul style="list-style-type: none"> Administrators: A meeting generator to ensure compliance with annual IEP requirements 	<ul style="list-style-type: none"> Family & Student: Transition planning tools to support older students with guidance and goal setting in life skills, vocational skills or post-school outcomes Data rights must automatically be transferred to student upon reaching age of majority 	<ul style="list-style-type: none"> Educators: Transition tools to help support future possibilities after the IEP program, optional potential paths and some guiding documents 	<ul style="list-style-type: none"> Administrators: Automatic student record transfers, provide timely transition alerts, and embed required notifications (age of majority and consent) needed to streamline IEP transitions

Section 3: Aggregated Sentiment Chart



Section 4: Overall Sentiment Statement

Sentiment	Family & Student	Educators	Administrators
Aggregated thoughts on the current state tools for IEP creation	<ul style="list-style-type: none"> Families face barriers in the IEP process due to limited communication access, overwhelming language, lack of translation options, and insufficient support. 	<ul style="list-style-type: none"> IEP systems require excessive manual entry, lack visual and integrated progress tracking, fail to flag compliance risks, and make evaluations, modifications, and transfers unnecessarily rigid and labor-intensive—creating inconsistent records, duplicated work, and major administrative burden across districts. 	<ul style="list-style-type: none"> The IEP process is hampered by fragmented systems, delayed and inconsistent data sharing, poor performance, and inconsistent communication that create constant barriers to timely, accurate, and collaborative support for students.