

Cluster G Provider Issues Committee Meeting Agenda October 2, 2020

Objective 2: Ensure the First Steps system is responsive to the needs of children and families.

- Send referral information to provider agencies and conduct follow up in a timely manner to help ensure that services are delivered within the required timeline (30 calendar days from parent signature on initial IFSP or change page; 30 days from IFSP date for annual IFSP's).
- Ensure that all infants and toddlers with an IFSP primarily receive EI services in home or community-based settings. In the event that EI services are not provided in a natural environment, the identification of the appropriate setting for services must be an individualized decision made by the IFSP Team (including the family) that is based on that child's unique needs, family routines, and developmental outcomes. Ensure that, in the event that EI services are not provided in a natural environment, justification is provided in the IFSP.
- Review and analyze data related to IFSP timelines, service delivery timelines, and natural environments and work with the SPOE to identify strategies for improvement as necessary.
- Review and analyze data related to provider recruitment and availability and work with the SPOE to identify recommendations for improvement.

Objective 4: Increase and improve communication and collaboration among all early intervention stakeholders in the Cluster.

- Develop policies and procedures for working with provider agencies, including but not limited to how providers are offered to families and internal protocol for SPOE processes when an agency doesn't have a provider available.

1) Introductions (if needed)

2) SPOE Data

3) SPOE Updates/State Updates

4) Social Media

5) Provider Recruitment/Retention

- **Provider Chat Update**

6) IDEAL- Indiana Deaf Education and Assessment of Language

7) Announcements/Close

**CENTRAL INDIANA FIRST STEPS
LOCAL PLANNING & COORDINATING COUNCIL
Provider Issues Committee Meeting Minutes
October 2, 2020**

Present: Debbi Davis-SPOE, Katarina Groves-LPCC, Angela Dick-SPOE, Stacy Williams-LPCC, Angela Touseull-LPCC, Molly Cleek-KOI, Jason Berty-Children’s Therapy Connection, Teri Williams-PediPlay, Katherine Hargreaves-Crossroads, Polly Hines-SPOE, Patti Sebanc-Sycamore Srvs/Cornerstone, Cynthia Holtz-PSA, Elaine Studdard-PediPlay, Colleen Wasemann-Feeding Friends, Crystal Scott-Talking Time, Michelle Coleman-CDHHE, Cindy Lawrence-CDEHHE, Meredith Howell-VIPS.

Agenda Items	Discussion	Action Items
Welcome & Introductions	<ul style="list-style-type: none"> • Katarina called the meeting to order and members were asked to type their name in the chat box. 	
SPOE Data	<ul style="list-style-type: none"> • Debbi asked members to refer to the data report which was emailed prior to the meeting. Referrals are down 21% for the calendar year in large part due to COVID. September is up a little over last year, however. Intakes are also down -22% ytd. IFSP’s are even with last year, but Debbi reminded the group that this includes initials and annuals, and she would expect this number to lag but follow referrals and intakes. The one-day child count is +1% but down 5% over last quarter. Jason questioned whether data is captured when a family opts out of First Steps from intake to IFSP. Debbi said this is not captured in the data system and would have to be tracked manually. Angie stated she doesn’t think there’s been a huge shift in families dropping out between intake and IFSP because she hasn’t seen this reflected in weekly caseload numbers across teams. • Debbi mentioned that the IU Child and Families Outcome report is not available but she would send it to the group when she receives it. • Angie shared the CQIP data. Debbi mentioned that the state is taking a different approach next year for 	<ul style="list-style-type: none"> • Debbi to send the IU Child and Families Outcomes report to the group as it becomes available.

	<p>reporting data so this is the last meeting where CQIP will be shared. The 30 day start indicator has been increasing over the last few quarters and was 92.3% last quarter. There were 6 instances of services not starting on time – 3 due to provider availability and the others due to challenges with obtaining doctor signatures. Many doctor offices have staff working remotely due to COVID which has made the process of obtaining signatures more difficult. The SPOE is working on having a point person to funnel through for signatures to streamline the process more. Angie noted 94.9% of families got at least one service on time, which is an improvement over previous quarters. Colleen asked what the timeline is for notifying a doctor again to get a signature if no response. Angie replied that we initially give doctors 5 business days and then follow up more frequently as the start date approaches. Evetta uses a spreadsheet to track this. Colleen asked if contact attempts could be posted on Teamwork so providers were aware of the progress and could assist with the follow up. Debbi and Angie agreed to explore solutions to get this information posted. Meredith agreed with Colleen that she is seeing similar issues.</p>	
<p>SPOE Updates/State Updates</p>	<ul style="list-style-type: none"> • Debbi gave a staffing overview. Two new staff started Monday and one more will start October 27th. Caseloads look good right now. Plans to continue to increase staffing, which were interrupted by COVID, have resumed. • Debbi provided a follow up to last month’s questions regarding how the SPOE was presenting virtual vs in 	<ul style="list-style-type: none"> • Katarina to send email to provider agencies to solicit protocols each is following. • Debbi will update the guidance document based on feedback received today and/or via email. • Debbi to determine if she is able to share questions

person service options to families and how the process could be improved. She attended the Service Coordinator team meetings and summarized their feedback for the group.

- Debbi shared a draft guidance document for Service Coordinators. There was discussion about challenges and different approaches agencies are taking. Jason likes the considerations on the tip sheet but wondered if protocols agreed on by all agencies, such as masks will be worn in homes, could be added. Debbi stated that the protocols from agency to agency seem to be very different. Katarina agreed to solicit this information from agencies to determine if there were consistent practices that could be included. There was additional discussion about possible additions/changes to the draft. Debbi asked people to email her with additional suggestions, and she would send a revised draft out ASAP. Once there is consensus that it is ready, it will be distributed to SC's for use.
- Patti asked if the tip sheet was going to be an internal document and Debbi confirmed that it was just for Service Coordinators, not for distribution to families. The IU handouts may be given to families. Debbi reported that the IU Survey results will be shared at the next ICC meeting. There was discussion about possibly doing a cluster survey. Katherine added that her leadership is asking for family feedback and wondered what questions were included on that survey so as not to duplicate. Debbi said she has the questions and will ask if she can share those with the group.
- Angela shared information regarding the Central Indiana First Steps Facebook page. She provided the link and asked all agencies to "like" our

from IU survey with the group.

- Providers are asked to "like" the ProKids/Central IN First Steps Facebook and submit stories/relative content to Angela

	<p>page. In addition, she said future content will highlight providers, agencies, and families. She welcomed the group to submit stories to her which would be of interest.</p>	
<p>Provider Recruitment/Retention</p>	<ul style="list-style-type: none"> • Katarina reported that she was contacted by 4 new providers going through the modules. She felt this was good in light of COVID. Katarina also had two providers reach out regarding employment. She always sends the agency list to those inquiries and encourages people to contact each agency for specific information. • Katarina recapped the Provider Chat which took place on September 24th and 30th. She noted this was the first time we offered an evening timeslot and a daytime slot. The topic was “How to have successful communication with families during COVID,” and many good ideas were shared. Although there were many RSVP’s for both sessions, we had a lot of “no shows” for the evening slot. There were 19 people on the daytime session. Katarina suggested we do one session for the next Provider Chat. Jason agreed this would be sufficient because the recording was shared with providers to view at their leisure. He added that although there is no quantifiable evidence for how many viewed the video, he was certain many providers did listen to the recording. Cindy mentioned she was glad there was a connection made between the bilingual Service Coordinator and the bilingual provider. Missy added that it was nice to hear the Service Coordinators perspective. Katarina reminded the group we agreed to do these quarterly and wondered if mixing it up with a training made sense. She wondered if different agencies could share their expertise for 	<ul style="list-style-type: none"> • Katarina to work with Jason for next Provider Chat. Topic to be “Implicit Bias”. • Katherine to share video clip for chat with Katarina. • Cindy to share IDEAL legislation with Katarina for distribution to the group.

	<p>things they specialize in. Katarina added that offering CEU's could increase attendance and asked the group their perspective on length of trainings. Jason cautioned to stay the course and not pivot too quickly based on attendance concerns. He mentioned that for trainings, most providers would not want to do 3 hours unless it was a robust topic. Stacy added that the attendance for all the chats has actually been good. Missy added 1 hour is adequate and plans to talk to her providers to encourage their attendance at the next one. Jason mentioned that he has ideas for a speaker for the next chat. He agreed to work with Katarina on this. Katherine said they have a video clip which would be good to possibly share in the beginning to get people talking. She will share the video with Katarina. The next chat is scheduled for early December. The next Provider Issues meeting is 1/8. The group will assess at that time whether to make any future chats a training. Jason asked if a training would qualify for First Steps credentialing. He noted this was a big draw with the Brown Bags done by the committee in the past. Katarina said they could come up with topics and seek approval from the state.</p> <ul style="list-style-type: none"> • Cindy shared the latest IDEAL legislation with the group. It was enacted on 7/1/20 and is House Bill 1484. This came from a grass roots movement to ensure kids are talking earlier. Cindy will send the information to Katarina to share with the group. 	
Announcements/Close	<ul style="list-style-type: none"> • Missy reported they have a lot of new providers. • Meredith announced that the Indiana School for the Blind and Visually 	Next Meeting: January 8, 2021 at 9:30

	<p>Impaired will no longer be serving babies and toddlers. As a result, VIPS has had 17 new referrals.</p> <ul style="list-style-type: none">• Meeting was adjourned.	
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Respectfully submitted,
Angela Touseull