Outcome: All families will receive a minimum of 10 days notice for all IFSP activities

So that: Family procedural safeguards are upheld and families are full participants in all IFSP activities.

Explanation of Data:
Quarterly Data (116/121, 95.9%):

1 of 5 identified late prior written notices in last review was due to SCs leaving position and new SCs being assigned to family.
2 of 5 due to SCs not having required documentation in file
2 of 5 due to WPN being sent outside the timeline

Strategies (Who is responsible/timeline/evaluation):

If we hypothesize that SCs made error due to lack of smooth transition, then we need to have an increased transition process when SCs leave employment:
• SC supervisor will review all exiting SCs case loads within 3 days of resignation notice being received.
• All SCs will submit all files to SPOE office within 5 days of their resignation notice being sent
• SPOE will evaluate and review case distribution for potential gaps throughout the service area.

If we hypothesize that SCs did not submit complete IFSP meeting packets including 10 day notice, then an increased QA audit for all quarterly timelines will be put in place:
• Develop an internal Initial IFSP Packet Checklist to accompany all IFSP binders
• QA will spot check 10% of each SC’s quarterly IFSP packets each quarter for 10 day written notices.

If we hypothesize that all SCs will schedule Initial IFSP meetings at intake, then a minimum of 10 day notice will be given:
• We will explore a shared SC calendar so supervisors can do a review of potential meeting dates.
• QA will increase monitoring of referral terminations

List barriers to accomplishing strategies and how to address them:
Distribution of existing cases to other SC’s requires more time to review for potential issues.
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**Explain:**
Additional supervision of employees that have submitted resignation on status of caseload.
Additional supervision of SC’s when assisting with additional cases during a transition period.
Additional training on use of IFSP packet checklist and scheduling procedures from intake and 9 month time periods.

**Stakeholder Collaboration:**
Staff meetings include a procedural safeguards mini training each month.
One on One discussion with SC’s assuming additional cases due to transition period.