

<p><b>Outcome:</b> Cluster I will improve to 100% of infants and toddlers receiving the EI services on their IFSP in a timely manner (within 30 days).</p>	<p><b>So that:</b> children can begin receiving services in a timely manner and the family will have the tools to assist their child in achieving the outcomes written on their IFSP.</p>
<p><b>Strategy update from last quarter:</b> Policy was reviewed at the Feb. 5<sup>th</sup>, 2015 staff meeting. Staff was also given instruction on completing the form to its entirety as well as clearly documenting if services did not start within 30 days. Rauch reports they email providers every Friday as a reminder to notify Coordinators of any new start dates. ESRC, SIRS, and CPT representatives encourage Coordinators to notify them directly if they have not received confirmation of start. West manager did not have any issues to report regarding providers sending their start dates. AT has been reminded of less traditional scheduling options when appropriate. Cluster I East continues to struggle with PT availability.</p>	
<p><b>Explanation of Data:</b> Quarterly Data (55/60, 91.7%): This is a 13.1% increase.</p> <p>This increase is attributed to Agency’s discussion with providers and sending weekly reminders to notify Coordinators of start dates. SPOE is also cross checking all confirmation of starts with Summary of IFSP documents. Process explained below:</p> <p>Cluster I East staff are submitting Summary of IFSP documents and Confirmation of Start documents to SPOE Supervisor once completed. SPOE Supervisor “matches” the confirmation of start with the summary of IFSP and files the Confirmation of Start upon receipt. Cluster I West staff submit these documents to their manager and the same process for “matching” is used to assure the confirmation of start document is being completed. SPOE Supervisor and Manager follow up with staff if there are any Summary of IFSP documents that do not have a confirmation of start within 30 days of the IFSP. SPOE staff files the confirmation of starts weekly.</p>	<p><b>Strategies(Who is responsible/timeline/evaluation):</b></p> <p><b><u>If the problem is documentation then we will:</u></b></p> <p>IC/SC staff will follow Cluster policy.</p> <p><i>Policy: All EI files will contain documentation of services starting within 30 days of parent signature on the IFSP, Quarterly Review, or Service Change Page.</i></p> <p>IC/SC will be reminded of this policy and to document all attempts in obtaining the confirmation of start and completing the form to its entirety at the next Regional Staff Meeting, February 5, 2015. If IC/SC does not have confirmation of start by the 20<sup>th</sup> day, IC/SC will contact the Agency Representative for the initial start date.</p> <p>IC/SC will submit confirmation of start documents to the manager once completed.</p>

<p>The March 5<sup>th</sup> staff meeting was cancelled due to inclement weather. Consultative Services and less traditional scheduling options will be discussed at the April staff meeting.</p> <p><b>Services that do not start within 30 days will continue to be documented on the complaint and concern log.</b></p>	<p>SPOE will file confirmation of start documents weekly.</p> <p><b><u>If the problem is lack of providers, we will:</u></b></p> <p>SPOE will remind AT and Agencies by March 2015 about the potential for consultative services and less traditional scheduling options (eg., 2x/month) when it is appropriate and can meet the needs of the child and family. SPOE will educate IC/SC on using consultation and modification of frequency and duration at the March 5<sup>th</sup> staff meeting.</p> <p><b>Evaluation: Managers will match 30 day starts with Summary of IFSPs to determine how long from IFSP is it taking IC/SC to get the start date and complete the documentation.</b></p>
<p><b>List barriers to accomplishing strategies and how to address them:</b></p> <p>1) Cluster I East currently has one Agency-addition of another Agency in this area may need to be discussed if provider availability continues to be reported as a reason for delay in the start of services.</p> <p>2) The time it will take IC/SC to document all attempts to obtain start dates and turning in the documentation in a timely manner</p>	
<p><b>Resources needed:</b></p> <p><input type="checkbox"/> State Clarification    <input type="checkbox"/> IIDC    <input type="checkbox"/> Training    <input type="checkbox"/> Mentoring    <input type="checkbox"/> Other: _____</p> <p><b>Explain:</b></p>	
<p><b>Stakeholder Collaboration:</b> Strategy updates were discussed with Agencies at the LPCC meeting on March 12, 2015. SPOE Supervisor, LPCC Coordinator, Managers from the East &amp; West participated in the discussion along with representatives from all 4 Agencies. The final 1<sup>st</sup> Quarter QIPs were given to the LPCC members present at the full Cluster LPCC meeting on March 12, 2015. The 2<sup>nd</sup> Quarter update was emailed to Agencies, LPCC Coordinator, and East &amp; West Managers &amp; Director on 03/23/15.</p>	