**Outcome:** Cluster A will meet the state targets for positive child outcomes by the time a child exits the First Steps program

**So that:** all children in the Cluster can achieve maximum growth and function within age appropriate expectations in order to successfully participate in a variety of settings after they leave the program

### Strategy update from last quarter:

**Strategy 1:** Agency directors have shared the link to the Child Outcomes Exit Summary Training with their providers. Many of the providers have completed this training at staff meetings or individually.

**Strategy 2:** Coordinator supervisors review plans with coordinators during monthly supervision meetings to identify outcomes that are high quality and those that could be improved. All coordinators participate in internal file reviews each quarter and one area reviewed is quality of outcomes written on the plan. This encourages coordinators to re-evaluate the outcomes that they have written over the past quarter.

**Strategy 3:** Council Coordinators e-mailed a copy of the Training Times article, “A Framework for Providing Culturally Responsive Early Intervention Services”, to all Agency Directors, Assessment Team members, Coordinators and Coordinator supervisors to ensure that everyone had access to the article. During the June 2015 Team Meetings, a video training was shown to all coordinators on Arab American Culture.

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**Explanation of Data:**
Based on the Child and Family Outcomes Report from 7/1/2014 through 3/31/2015, Cluster A did not meet the targets for all Child Outcomes.

**Strategies (Who is responsible/timeline/evaluation):**

**Ongoing Strategies:**

**Strategy One:** We continue to hypothesize that if inconsistencies in entrance to exit scoring can lead to inaccurate representation of those
Quarterly Data: Outcome A, Positive social-emotional skills
SS1 (44.7%/55.0%)
SS2 (58.8%/57.0%) Met

Outcome B, Acquisition/Use of knowledge and skills
SS1 (48.2%/55.0%)
SS2 (69.1%/72.0%)

Outcome C, Use of appropriate behaviors
SS1 (50.0%/55.0%)
SS2 (66.3%/67.0%)

children who have made progress in Child Outcomes by the time they exit the program, then providers trained in AEPS scoring may improve the accuracy of Child Outcomes measurement. At this time Child Outcomes Exit Summary training has been shared with Agency providers. Agency directors will be responsible for sharing this training with new staff or those who have not completed it.

Timeline: Ongoing as staff changes

Evaluation: Council coordinators will continue to monitor Child outcome data for improvement.

Strategy 2: If we continue to hypothesize that empowering families to take ownership in their child’s services can improve child outcomes, then Cluster A staff will continue to work on improving the overall quality of Outcomes written on each child’s plan to encourage parent participation during and between therapy sessions.

Timeline: June – August 2015

Evaluation: Internal file review data sheets include a box to check whether the Outcome is functional. This internal review will be used to evaluate the overall quality of Outcomes in files reviewed. All Coordinators and management staff participate in the file reviews. The files reviewed in this pull will be predominately for plans written after the January Outcomes training, so we expect to get a better idea of quality of Outcomes.

Strategy 3: We continue to hypothesize that disparity among children of different races and poverty level can negatively impact positive family outcomes, then training staff on cultural sensitivity/diversity may lead to more effective techniques to engage families from a wide variety of income and ethnic backgrounds. SPOE Supervisors will...
Indiana First Steps Quality Improvement Plan

**Cluster:** A  
**Quarter Date:** April - June 2015

<table>
<thead>
<tr>
<th>Indicator: 3</th>
<th>3rd Quarter QIP</th>
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<tbody>
<tr>
<td></td>
<td>continue to look for trainings on cultural sensitivity in Early Intervention.</td>
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<tr>
<td></td>
<td><strong>Timeline:</strong> June-August 2015</td>
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<td><strong>Evaluation:</strong> Child Outcomes data will be compared as new data is provided.</td>
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**List barriers to accomplishing strategies and how to address them:**
- Data can significantly vary, depending on when it is pulled and what time periods are analyzed, resulting in some difficulty determining progress. In addition, the most current data may not be reflective of the time period where the strategies were implemented.
- Cultural Sensitivity Trainings in Early Intervention are difficult to find.

**Resources needed:**
- [ ] State Clarification  
- [ ] IIDC  
- [x] Training  
- [ ] Mentoring  
- [ ] Other: __________________________________

**Explain:**
It would be helpful to have trainings available on cultural sensitivity for all SPOE and Agency staff.

**Stakeholder Collaboration:**
- June 10th, 2015: Oversight Meeting – The new targets for FFY 2014 were reviewed with committee members.
- June 10th, 2015: Network Agency meeting- Council Coordinators discussed the article on cultural sensitivity with Agency Directors. Directors indicated that it had been shared with providers so that it was available for everyone to review.
- May 21, 2015: Management Team Meeting: SPOE managers discussed potential video trainings on cultural sensitivity.
FFY14
Indiana First Steps Quality Improvement Plan
Cluster: A  Quarter Date: April - June 2015
Indicator: 3
3rd Quarter QIP

2nd - 4th Quarter QIP