Outcome:
Cluster D will increase the rate of growth by the time of exit to meet the target

So that:
Children who exit First Steps will show substantial improvement in Social Emotional and Appropriate Behavior and or will be functioning at age level.

Strategy update from last quarter:
In the First Quarter QIP on Child Outcomes, Cluster D hypothesized providers are not scoring the tool consistently. SPOE Director communicated with Agency Directors to encourage their Direct Service Providers to complete the AEPs training and/or refresher. All agency Directors have informed SPOE Director that they have encouraged the providers to complete the training as well as communicate the importance of consistency amongst the training tool.

In the First Quarter QIP on Child Outcomes, Cluster D also hypothesized providers needed additional training on the importance of the Exit Interview and why it is important to First Steps. Agency Directors have been informed that Ongoing Service Coordinators will request the Exit Interview regardless of how long the child has been enrolled in First Steps. Ongoing Service Coordinators submit every termination packet with the Exit Interview. Providers have been informed of not just the importance of the survey but the importance of completing the survey consistently and accurately.

Explanation of Data:
January-March 2015

Quarterly Data:
SS1 (48.6/55%) Social Emotional
SS1: (47.3/55%) Knowledge & Skills
SS1: (43.4/55%) Appropriate Behavior
SS2: (50.5/57%) Social Emotional
SS2: (72/72%) Knowledge & Skills
SS2: (63/67%) Appropriate Behavior

Based on the data provided, Cluster D has not met this target for Child Outcomes. In comparison to previous quarter, the following changes were noted from previous quarter.
SS1: Social 44.4 to 48.6 (4.2% increase)
SS1: Knowledge and Skills 70.2 to 47.3 (22.9% decrease)
SS1: Appropriate Behavior 36.1 to 43.4 (7.3% increase)

Strategies (Who is responsible/timeline/evaluation):

Continued Strategies:
- Effective August 2014, Ongoing Service Coordinators have been informed not to submit termination packets without having the Exit Interview completed fully by the ongoing provider.
- The SPOE Director reviews each termination packet and reviews them to ensure the Service Coordinator has completed the Exit Interview.
- Effective January 1, during monthly supervision with each Ongoing Service Coordinator, the SPOE Director reviews the list of children approaching their third birthday within the next couple of months on their caseload. This allows adequate time for the Ongoing Service Coordinator to request the Exit Interview and
Cluster D has not met the target for Child Outcomes. Providers use the Exit Skills Inventory and score the child using a 0, 1 or 2 in each sub category. A number of providers have taken the AEPs training but not every provider has. The AEPs tool is not used daily by ongoing providers which will result in lack of consistency. A child can make significant gains throughout First Steps services but can still score a delay in comparison to his/her peers when he/she is exiting First Steps and based on the scores, it would not show the progress made in the specified area.

Although Cluster D has not met the target for Child Outcomes, the comparison from previous quarter shows significant increases with the exception of SS1 Knowledge and Skills. Agency Directors have been encouraged to further explain and train their providers on accurate completion of the Exit Skills inventory. As the Exit Skills inventory are completed accurately, the Assessment Team member will then be able to score the exit scores precisely.

Strategies from previous QIP continue to be implemented within Cluster D.

**List barriers to accomplishing strategies and how to address them:**

Time limitation may be a barrier for ongoing providers due to their caseload and workload. This may be addressed at an agency level by the Agency Directors closely monitoring their caseloads and timelines.
FFY14
Indiana First Steps Quality Improvement Plan
Cluster: D Quarter Date: 1/1/2015-3/31/2015 Indicator: 3
2nd-4th Quarter QIP

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**Explain:**
Additional training and support may be needed for Direct Service Providers on the scoring tool and how to score consistently. It may be very beneficial for Direct Service Providers and Assessment Team members throughout the state attend a training on how to score Exit Skills Inventory, AEPs and Exit Scores.

**Stakeholder Collaboration:**
Discussed with Agency Directors to be discussed with Agency Providers on April 16th. Agency Directors stated they would encourage their providers currently as well as any new providers on the process and completion.
SPOE Director discusses Exit Interviews monthly with each Ongoing Service Coordinator during supervision.