**Outcome:** Cluster I will improve to 100% of infants and toddlers receiving the EI services on their IFSP in a timely manner (within 30 days).

| So that: | 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. |

**Strategy update from last quarter:** Policy was reviewed at the Feb. 5th, 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.

SPOE and Agencies are working well together to assure the confirmation of start information is being processed in a timely manner. The new confirmation of start form was distributed and reviewed at the May 7th staff meeting. Implementation was immediate. ESRC has potentially 2 PT’s and one OT to add to their agency. SIRS has hired one OT who will work PRN in Dubois county (Jasper). CPT has hired one OT, and a PT to start in the fall. They have also hired 2 SLP’s to work in Perry, Spence, Pike, and Dubois Counties. Rauch has hired one PT who will work in the evenings.

**Explanation of Data:**
Quarterly Data (30/32, 94.0%): This is a 2.3% increase since the last quarter.

070103984 did not begin in a timely manner due to the MD signing the IFSP service page on day 46.

070103203-1st session cancelled due to winter storm, 2nd session cancelled due to child sick, service started day 37.

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.

Services that do not start within 30 days will continue to be documented on the complaint and concern log.

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

**If the problem is obtaining MD signature in a timely manner, then we will:**

LPCC Coordinator will distribute the recently devised First Steps Referral Guide by August 1st, 2015

LPCC Coordinator will contact MD offices who are repeat offenders in returning First Steps paperwork in a timely manner and offer training to their staff.
List barriers to accomplishing strategies and how to address them:

1) MD offices that require families to schedule an appointment prior to completion of all First Steps paperwork regardless of the last appointment date and the family’s ability to comply with this request.

<table>
<thead>
<tr>
<th>Resources needed:</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ State Clarification</td>
</tr>
</tbody>
</table>

Explain:

**Stakeholder Collaboration:** Strategy updates were discussed with Agencies at the LPCC meeting on June 11, 2015. SPOE Supervisor, LPCC Coordinator, Managers from the East & West participated in the discussion along with representatives from all 4 Agencies. The final 2nd Quarter QIPs were given to the LPCC members present at the full Cluster LPCC meeting on June 11, 2015. The 3rd Quarter update was discussed at the full Cluster LPCC meeting on June 11, 2015. Agency representatives understand the challenge of obtaining MD signature in a timely manner.