Outcome: Families will know their rights and be able to communicate their children’s need

So that: they are able to effectively advocate for their child to receive the desired services to meet all developmental needs during their time in the First Steps program.

Strategy update from last quarter:
Adapt referral/intake clinical note to address how parent rights were presented at intake to family.
Clinical notes have been revised to add a section for parent right discussion. Clinical notes are reviewed by internal QA during file reviews.

Provide parent training on procedural safeguards and advocacy training in conjunction with local parent support group FUSE. Meet with FUSE representative no later than March 31, 2015.
Transition advocacy/procedural safeguard event has been scheduled for Monday, April 27, 2015 to be held in Shelby County. All county LEA’s as well as FUSE will partner with SPOE for event.
Event had 5 parents attend.

Partner with LAUNCH grant agent to develop training for SC/service providers to enhance home visiting and interviewing techniques to better assess family needs. Complete preliminary agenda by March 2015.
Motivational Interviewing Training was offered in the Cluster on April 22 & 23, 2015. Program Director and 2 SC’s attended the training.

Explanation of Data:
Quarterly Data: October – November 2014
Know their rights – indicator 95%
Cluster J data results - 94.9%
Effectively communicate their children’s needs – indicator 95%
Cluster J data results - 97.9%

Quarterly Data: July 1, 2014-March 31, 2015
Know their rights – indicator 95%
Cluster J data results - 97.0%
Effectively communicate their children’s needs – indicator 95%
Cluster J data results - 97.0%

Cluster has met this indicator

Strategies(Who is responsible/timeline/evaluation):
Staff Meeting will be held by September 30, 2015 with topic discussion on how best to emphasize to families the importance of actively participating in therapy sessions; communicate their child’s progress/needs.

SPOE will develop materials to add to the Welcome Packet that describe for parent/caregiver techniques on how to ask questions regarding child’s progress to providers. Welcome Packets to be updated by September 30, 2015.
### Quarterly Data: July 1, 2014-March 31, 2015

<table>
<thead>
<tr>
<th>Help Their Children develop and Learn-indicator 95%</th>
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<tbody>
<tr>
<td><strong>Cluster J data results</strong> - 94.4%</td>
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List barriers to accomplishing strategies and how to address them:

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

Stakeholder Collaboration: