**Outcome:**
Cluster B will meet the target of serving 3% of infant and toddler population.

**So that:**
we ensure that we are giving all eligible children and their families the opportunity to participate in Early Intervention.

**Strategy update from last quarter:**
The SPOE Director created a spreadsheet and tracked all closed files where an intake meeting did not occur. The information collected was referral source, reason for referral, child age, ID number, zip code, county, Intake Coordinator and the reason record was closed from case notes. We presented this information to the Data Committee on May 13, 2014. Below is listed the percent of referrals moving to intake by county:
- DeKalb: 82%
- Elkhart: 75%
- LaGrange: 71%
- Noble: 80%
- St. Joseph: 77%
- Steuben: 86%
- Whitley 73%

**Explanation of Data:**
Quarterly Data (866/28237, 3.1%)
According to the child count that we ran using 4/1/14, our number is now at 3.1% and we are now in compliance with the target. It appears that our referral to intake numbers are increasing since we started tracking them (referral to intake was at 69.66% - from 1/1/13 to 12/31/13 Profile Report). We believe that the increased awareness by staff that the referral to intake percent was slipping and is being tracked may have led the staff to make more attempts to contact families and have led to increase in the percent of referrals going to intake and ultimately IFSP.

**Strategies (Who is responsible/timeline/evaluation):**
If our hypothesis is that our referral numbers are appropriate but, we are not writing enough IFSP’s for children who qualify for services then we need we need to continue to collect data on referrals that are not moving to intake (and to IFSP when appropriate). The Director will continue to track all closed files to look for trends and track the percent of referrals going to intake. The Director will continue to talk to staff about the importance making multiple attempts to contact families.

**List barriers to accomplishing strategies and how to address them:**
Some families are not responsive to Intake Coordinators attempts to contact them and do not respond to any of the Intake Coordinators attempts. To address this we will continue to try to contact the families several different ways (phone, text, letter) to attempt to reach families.

**Resources needed:**
- State Clarification
- IIDC  
- Training  
- Mentoring  
- Other: ________________________________

**Explain:**
FFY13
Indiana First Steps Quality Improvement Plan

Cluster: B  Quarter Date: 4/1/2014-6/30/2014  Indicator: 6
2nd-4th Quarter QIP

We will continue to have discussions with staff on the importance of multiple attempts to contact families.

**Stakeholder Collaboration:**
We met with our Data / Child Find Committee in May and reviewed all the data from the spreadsheet. They were pleased to see that our percentages of referrals to intake have increased. The Data / Child Find Committee will continue to track data for another quarter to look for trends.