

<p>Outcome: Cluster A will meet the state targets for positive child outcomes in by the time a child exits the First Steps Program</p>	<p>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.</p>
<p>Explanation of Data: IIDC July-Sept 2014 Quarterly Data : SS1 Knowledge & Skills (52.8%/58%) SS2 Knowledge & Skills (65%/70%) SS1 Appropriate Behavior (53%/55%)</p> <p>Cluster A is not meeting the targets in three areas of Child Outcomes. These areas include percent of children who substantially increased their rate of growth by the time of exit when entering the program below age expectations and the percent of children functioning within age expectations by the time they turned three or exited the program in Knowledge and Skills. Cluster A was also below target in the percentage of children who substantially increase their rate of growth in Appropriate behavior by the time of program exit.</p> <ol style="list-style-type: none"> 1. In prior Quality Improvement plans, we have hypothesized that the scoring methods used to determine positive child outcomes may not accurately reflect rates of growth by the time the child exits the First Steps program. In addition inconsistencies in scoring may also decrease the accuracy of the scoring methods, as the AEPS is used for the entrance scoring and the provider does the exit scoring. Some providers have more experience in AEPS scoring, thus may use the tool differently than those providers with less experience. 	<p>Strategies(Who is responsible/timeline/evaluation):</p> <p>Ongoing Strategy:</p> <ol style="list-style-type: none"> 1. If we hypothesize that inconsistencies in entrance to exit scoring can lead to inaccurate representation of those 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. LPCC Coordinators will work with agency directors to identify trainings that can be made available to providers to improve their familiarity with the AEPS tool and improve overall consistency in the way progress is measured. In addition, Cluster A Council Coordinators will share the link with all Agencies for the online Child Outcomes Exit Summary training that was discussed at the QIP review meeting with IIDC and

<p>2. Cluster A would also like to hypothesize that many families underestimate the importance of how parent participation impacts their Child's overall success within the First Steps Program. By empowering families to take ownership in their child's services and emphasize parent education , from evaluation, to outcome development, to exit interview, we would expect to see an increase in positive child outcomes by the time the child exits the program.</p>	<p>State staff when we receive it.</p> <p>Timeline: Council Coordinators will share all training information with Agency directors over the next Quarter and will meet with them at the next scheduled Network Agency Meeting on March 11, 2015.</p> <p>Evaluation: Council Coordinators will track the number of Agency providers who have completed ongoing training in AEPS/Child Outcomes Summary Form to determine if more providers are receiving training. Quarterly Child Outcome data will be compared to measure overall improvement.</p> <p>New Strategy:</p> <p>2. If we hypothesize that empowering families to take ownership in their child's services can help improve child outcomes, then helping the family to write more family centered outcomes on the IFSP should be beneficial to increasing parent participation between the actual sessions. When a parent writes a family centered goal, they are more likely to see how services can help their child develop and grow. In the Cluster A January team meetings, which all coordinators are required to attend, the Service Coordinator Supervisor conducted an interactive training on family centered outcomes. We are anticipating that this will help coordinators develop outcomes that better reflect the needs of the family and encourage parents to work towards a more definitive goal for their child.</p> <p>Timeline: Training on family centered Outcomes was done at the January 8th and January 13th Team meetings with Intake and Ongoing Service Coordinators.</p>
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<p>3. Finally, Cluster A would like to hypothesize that Race and Socioeconomic Status of the population that we serve within our cluster may also negatively affect Positive Child Outcomes within our Cluster. In a presentation given by Michael Con Powers and the IIDC, it was noted that tentative findings show that African American Children and children whose families lie below the poverty level seem to show less overall progress by the time they exit the program, than those of other races and/or higher family incomes. The most recent data shows that Cluster A serves a relatively high African American population (18%), as compared to the Demographic of the Cluster as seen in the 2010 Census (6.2%).</p>	<p>Evaluation: Internal file reviews will be used to monitor quality of outcomes written. Quarterly Child Outcomes data will be compared to measure improvement.</p> <p>New Strategy:</p> <p>3. If we hypothesize that the disparity among different races and child and family outcomes can negatively impact positive family outcomes, then training staff on cultural sensitivity/diversity may lead to more effective techniques to engage families with a wide variety of ethnic backgrounds Cluster A conducts trainings at monthly staff and team meetings. The management team and agency directors will continue to work to identifying new staff trainings to reflect this area of our program.</p> <p>Timeline: Over the next Quarter, Cluster A will provide a training addressing cultural sensitivity/diversity at a monthly Staff or Team meeting.</p> <p>Evaluation: Quarterly Child Outcomes Data will be compared to measure improvement .</p>
<p>List barriers to accomplishing strategies and how to address them:</p> <ul style="list-style-type: none"> • With eight Agencies servicing Cluster A, it may be difficult to get all Agencies to provide the AEPS and/or cultural sensitivity training. Agency directors have a lot of information that they must cover at their internal meetings and time may not always allow the 	

additional training mentioned above. Council Coordinators will continue to keep and active dialog going with the Agencies to stress the importance of these trainings and identify sources that allow simple delivery of the training. Child Outcomes will also be on our Network Agency Agenda to encourage sharing ideas and resources.

- Children who enter the program at a very early age, especially those with medical eligibility, will continue to show inaccurate rates of growth, as many will enter with no standard deviations on the AEPS and exit showing delays. To change this would require a change in how child and family outcomes are calculated for children that fall within these parameters. Council Coordinators are looking into ways that this can be tracked to get an idea of the number of children who fit this profile.
- Cluster A serves a very large urban area, with many families living below the poverty level and a very diverse ethnic make-up. Statistically this would indicate that we may have more difficulty showing the appropriate rates of growth in Child Outcomes.
- Agencies are waiting for updates on what system that will replace the UTS for ongoing training opportunities.
- It is very difficult to compare data from one Quarter to the next when we are measuring a completely different set of children.

Resources needed:

State Clarification IIDC Training Mentoring Other: _____

Explain:

State Clarification: Is there any way to alternately measure progress in children who enter First Steps at an early age, with no detectable delays on the AEPS, and exit at age/near age 3 with delays (often due to medical eligibility)?

State Clarification, IIDC, Training: Updates on state training opportunities, online trainings, etc in AEPS, cultural sensitivity and diversity, Outcomes Summary Form.

Stakeholder Collaboration: December 10, 2014 : Network Agency Meeting attendees. Reviewed that all providers are required complete the Exit Summary and how AEPS training may impact how this is completed. Agency directors are interested in any relevant trainings for their staff. December 10, 2014 Oversight Meeting: Michael Con Powers did a presentation on how socioeconomic and race can have a negative impact on child Outcomes. Committee members discussed their thoughts on how this can impact services and ways to improve outcomes. One Council member brought up cultural differences and how providers are not as culturally diverse as families. This lead to a discussion on cultural sensitivity.diversity training. On January 7, 2015, Council Coordinator sent an e-mail to all Agencies requesting information on the number of staff that are trained in AEPS and requesting information on trainings that they have found useful or applicable to promoting positive child outcomes. Feedback is still coming in from this e-mail. On January 22nd the management staff met and discussed resources and trainings for staff. Council Coordinators provided an ECTA handout for families called "A Family Guide to Participating in the Child Outcomes

FFY13

Indiana First Steps Quality Improvement Plan

Cluster: A

Quarter Date: 10/1/2014-12/31/2014

Indicator: 3 Child Outcomes

First Quarter QIP

Measurement Process". This handout outlines child outcomes and how they are measured in family centered language. The management staff agreed that his would be helpful for families, but would like to first train the coordinators in this information before having them provide it to families they serve. This may be used as a future strategy.