

<p>Outcome: All services written in the IFSP will begin within 30 calendar days from the IFSP date or within 30 days from parent signature date on the IFSP service page for newly added services</p>	<p>So that: all children receive First Steps services in a timely manner.</p>
<p>Explanation of Data: Quarterly Data (45/49, 91.8%):</p> <p>During this reporting time period, our SPOE was undergoing a transition. Most of our staff were new and were in the process of training. We believe that this significantly impacted our ability to track and follow up on all service start dates for IFSPs written during the July-September QR review.</p> <p>Upon further review of the four files in question the following information was revealed:</p> <p>One IFSP had Service Coordination only and we found that services were added on 9/21/14 with a change page and services started on 9/22/14 (per provider’s progress report).</p> <p>One IFSP date was 8/15/14, the Speech Therapist did not receive Section 8 and IFSP until 9/8/14. The family was contacted within 24 hours. Due to schedule conflicts, initial meeting could not occur until 9/15/14.</p> <p>One IFSP was written on 7/25/14 and the provider’s service start date was 8/13/14. The provider start date is listed on the first quarter progress report and SPOE Director confirmed start date with the agency.</p> <p>One IFSP was written on 8/8/14. The doctor signed Section 8 on 9/10/14 and the provider received the notice on 9/11/14.</p>	<p>Strategies(Who is responsible/timeline/evaluation):</p> <ul style="list-style-type: none"> • February 2015 Staff Meeting, we will discuss the following items: <ul style="list-style-type: none"> ○ The importance of Service Coordinators contacting the families within 2 to 3 weeks of new services or addition of services to make sure the provider(s) has contacted the family and services start within 30 days. ○ Review the process that was put in place in November 2014. Intake Coordinators fax the Section 8 to the Physician after the IFSP has been written. Clerical Assistant follows up with the Physician’s Office if the Section 8 has not been received within 10 days of the IFSP being written. ○ Service coordinators will continue to process paperwork in a timely manner to ensure that the agency receives all of the necessary paperwork in order to start services. ○ Service Coordinators will be sure that their clinical notes are kept up to date and that they document thoroughly so that this will help us to identify any issues. • January 2015 - We are implementing internal file reviews to be conducted during team meetings on an ongoing basis. 30 day starts will be monitored so we can track our progress and evaluate the success of these strategies on an ongoing basis.

List barriers to accomplishing strategies and how to address them:

Coordinators often have difficulty contacting families, due to the family having a new phone number or their phone being disconnected, this can be a barrier for providers to start services in a timely manner. Coordinators will emphasize to families the importance of contacting their coordinator if there is a change in their contact information, in that way, the coordinator can relay to the provider(s).

Resources needed:

State Clarification IIDC Training Mentoring Other: Internal Training

Explain:

Stakeholder Collaboration:

Coordinators, Management Team, Office Staff, Agency Directors, Providers

***December 16, 2014 Agency Meeting: Importance of providers starting in a timely manner and making sure that we don't have a reoccurring issue with any specific provider and continuing ongoing communication between the SPOE office and agencies to ensure that the agencies have all of the paperwork they need.**

***January 8, 2015 Staff Meeting: Importance of submitting Start Date forms to the permanent file was discussed as well as following up with providers and families to ensure services start within the timelines.**