

<p>Outcome: Cluster C will meet their target for families knowing their rights, effectively communicate their children’s needs, and help their children develop and learn</p>	<p>So that: the families have the knowledge they need to obtain access to services their children may benefit from and to be an active advocate.</p>
<p>Explanation of Data: Quarterly Data: Know Their Rights (94.6%/99%) Effectively Communicate Their Children’s Needs (94.6%/99%) Help Their Children Develop and Learn (95%/97%)</p> <p>During this reporting time period, our SPOE was undergoing a transition. Most of our staff was new and were in the process of training. Exit Summaries were not completed on a regular basis and the service coordinators were unaware of the importance of having the families complete the Exit Summary.</p>	<p>Strategies(Who is responsible/timeline/evaluation):</p> <ul style="list-style-type: none"> • October 2014, SPOE Director and Coordinator Supervisor are completing individual supervision meetings on a monthly basis with service coordinators. • Team Meeting on January 29, 2015, the Service Coordinators were instructed to complete Exit Surveys with families at their last quarterly meeting. We also talked to the coordinators about completing Exit Summaries over the phone when they are unable to meet with the family face to face. • At our Team Meeting on February 12th, 2015, we will discuss the following items with the Service Coordinators: <ul style="list-style-type: none"> ○ Emphasize to families the importance of actively participating in therapy sessions; communicate their child’s progress/needs, and implementing strategies provided by the therapists in their daily routines. ○ Overviewing/Explaining procedural safeguards to families. ○ Service Coordinators will explain to the families how important their feedback is and will encourage their families to complete it.
<p>List barriers to accomplishing strategies and how to address them:</p> <ul style="list-style-type: none"> • It can be a challenge for some families to actively participate in therapy sessions and implement the strategies given by the providers. Service Coordinators will continue to emphasize the importance of family participation during their monthly contacts and quarterly face-to-face meetings. 	

FFY13

Indiana First Steps Quality Improvement Plan

Cluster: C

Quarter Date: 10/1/14-12/31/14

Indicator: 4

Family Outcomes

First Quarter QIP

Resources needed:

State Clarification IIDC Training Mentoring Other: Internal Training

Explain:

Cluster C will continue to need ongoing internal training to better help our families.

Stakeholder Collaboration:

Coordinators, Management Team

Team Meeting: January 29, 2015 – We discussed the importance of completing Exit Summaries with the families and we gave the coordinators ideas on how to encourage their families to complete them.